Missouri Rapid Response/Dislocated Worker Programs Practices & Procedures



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INTRODUCTION

This Practices and Procedures Manual incorporates the changes needed to meet the requirements of the Workforce Investment Act (WIA) and the WIA Final Regulations. It describes the requirements established through regulations issued by the U.S. Department of Labor (USDOL) and the requirements of the Worker Adjustment and Retraining Notification (WARN) Act. These practices and procedures are based upon policies established by the Missouri Training and Employment Council (MTEC) and the Division of Workforce Development (DWD) Issuances for the WIA Title I dislocated worker programs. It is also based on historical experiences of successful federal and state program models for providing employment and training activities to dislocated workers, as well as State Rapid Response activities.

All activities conducted under this Practices and Procedures Manual shall be in accordance with the WIA and all applicable issuances. Descriptions of programs and activities included in the State plan will be based on these practices and procedures. Local plans will likewise include these practices and procedures in their descriptions of the programs and activities implemented for dislocated workers. Where variance from suggested practices and procedures is determined, alternatives must be described and appropriately justified in the local plan.

The DWD will maintain, revise and distribute copies of these practices and procedures to the Workforce Investment Board (WIB) contact and local Rapid Response contact person for each Local Workforce Investment Area (LWIA). The WIB contact must ensure all appropriate staff funded through Title I receive a copy of this manual. Revisions will be provided through issuances of replacement pages. In most instances, new or amended federal or state legislation, regulations and/or technical guidance will necessitate such revisions. The DWD may also initiate revisions resulting from state policy requirements or may consider revisions recommended by the LWIA.

The objectives of this manual are to provide the workforce development professional the following:

- information needed to have a clear understanding of the factors leading up to and the creation of the Rapid Response concept;
- a clear understanding of the WARN Act, the layoff notification process and the immediate steps to take after layoff notification;
- knowledge of the state 's role in Rapid Response;
- information needed to understand the role of the local Rapid Response contact person;
- successful Rapid Response program management skills, including coordination, marketing, employer outreach and media relations; and
- a complete understanding of the Missouri Dislocated Worker Program and its employment and training activities.

I. BACKGROUND - RAPID RESPONSE

Title III of the Job Training Partnership Act, or JTPA, which became law in 1982, was the first federally funded program designed explicitly to meet the employment needs of dislocated workers. The design of this legislation was influenced by two factors: a lack of knowledge of the best structure for dislocated worker programs and a perception of the dislocated worker problem as a series of specific events (e.g., plant closures) requiring individualized responses. Consequently, Title III was a relatively unstructured program with the design of the administrative and service delivery system left almost entirely to the discretion of the State.

In 1988, the Economic Dislocation and Worker Adjustment Assistance Act (EDWAA) was passed, in part, to correct the deficiencies in the initial Title III program. EDWAA created a major shift in State Title III roles and responsibilities by requiring States to designate sub-state areas and provide at least 60% of each State's EDWAA allotment to sub-state areas. Under EDWAA, States had major roles in building sub-state delivery systems, ensuring program accountability and administering State funds. Also, States were required to set up the capacity to respond rapidly to closures or large layoffs in order to help workers become re-employed as quickly as possible.

In August 1998, the WIA (Public Law 105-220) was passed to replace the Job Training Partnership Act (JTPA) in July 2000. In general, the WIA reforms create a new, comprehensive workforce investment system. This system is intended to be customer focused, to help Americans access the tools they need to manage their careers through information and high quality services and to help U.S. companies find skilled workers. The WIA legislation maintains the features of Rapid Response under EDWAA while encouraging States to customize the design of their Rapid Response delivery system.

Within the WIA, States are mandated to establish a Rapid Response Dislocated Worker Unit to carry out statewide Rapid Response activities. The design of this unit is at the discretion of the governor of the state, although specific guidelines in the Act must be followed. The governor also determines the definition of the Rapid Response threshold funding and activities the state will offer dislocated workers.

The WIA [WIA § 101(38)] defines Rapid Response as an activity provided by a state, or by an entity designated by a state, with funds provided by the state under section 134(a)(1)(A). A permanent closure or mass layoff at a plant, facility or enterprise, or a natural or other disaster, resulting in mass job dislocation, in order to assist dislocated workers in obtaining re-employment as soon as possible, with services including:

- (A) the establishment of onsite contact with employers and employee representatives—
 - (i) immediately after the state is notified of a current or projected permanent closure or mass layoff; or
 - (ii)in the case of a disaster, immediately after the state is made aware of mass job dislocation as a result of such disaster;
- (B) the provision of information and access to available employment and training activities;
- (C) assistance in establishing a labor-management committee, voluntarily agreed to by labor and management, with the ability to devise and implement a strategy for assessing the employment and training needs of dislocated workers and obtaining services to meet such needs;
- (D) the provision of emergency assistance adapted to the particular closure, layoff, or disaster; and,
- (E) the provision of assistance to the local community in developing a coordinated response and in obtaining access to state economic development assistance.

Rapid Response Program

In Missouri, the Rapid Response Program provides early intervention assistance; providing employers and employees who are affected by business closings or cutbacks with information and access to re-employment services to help alleviate the unemployment and economic distress resulting from these employment actions.

II. LAYOFF NOTIFICATION

All Rapid Response events start with some type of layoff notification. A layoff notification can come from many sources: WARN letters, employers, workers, unions, chief elected officials, media (TV, radio, newspapers), informal sources (layoff rumors, reduction in work hours), community-based organizations and Missouri Career Centers.

A. Worker Adjustment and Retraining Notification (WARN) Act

The WARN Act (Public Law 100-379; regulations appear at 20 CFR Part 639) is a federal law requiring, under certain conditions, employers laying off workers to give local chief elected officials, the state Dislocated Worker Unit, as well as workers and their union representatives, advance notice of a plant closing or mass layoff. The WARN Act offers protection to workers, their families and communities by requiring employers to provide notice 60 days in advance of plant closings and mass layoffs to:

- representative(s) of affected employees or affected employees;
- Missouri Division of Workforce Development, Dislocated Worker Unit, P.O. Box 1087, Jefferson City, MO 65102-1087; and,
- the chief elected official of the unit of government in the area where the plant closing or mass layoff will occur.

For a summary of the public law and information on who is required to submit a WARN notice, see Attachment 1.

WARN notices received by the Dislocated Worker Unit are formal and legal notices of dislocation events. When a WARN notice is received it is date stamped and recorded in a log. Copies of the WARN notice are directed to the DWD Director, the Assistant Director of Program Operations, the Adult and Youth Programs Manager, the state Rapid Response Coordinator and the local Rapid Response contact person for the region where the layoffs will occur. Original WARN notices are maintained in individual files for each company filing a WARN notice. Dislocated Worker Unit staff analyze the WARN notice and determine whether it meets the content requirements specified in Section 639.7 of the federal rule. If the WARN notice addresses all information required by the regulation, the employer is sent a letter of confirmation of receipt of the notice (Attachment 1A). If the employer's notice is in compliance with the requirements of an abbreviated notice, a letter is directed to the employer acknowledging receipt of the notice and requesting additional information (Attachment 1B). If the notice does not meet the content requirements, a letter is directed to the employer acknowledging receipt of the notice and requesting additional information (Attachment 1C). Additional and supplemental WARN notices, received pursuant to the request by the Dislocated Worker Unit for additional information or for any other reason are processed in the same manner as original notices. Attachment 1D is a sample letter acknowledging the receipt of supplemental WARN information from the employer. In situations involving the receipt of voluntary WARN notices below the layoff threshold for Rapid Response, the Dislocated Worker Unit directs a letter of acknowledgment to the employer (Attachment 1E) and forwards a cover letter (Attachment 1F) and a copy of the voluntary notice to the appropriate local Rapid Response contact person. In most cases these situations can be clarified during verbal communications with the company.

The DWD staff will request written verification from the employer in the absence of an official WARN notice in which this information is presented. When a company is unable or unwilling to

provide verification of numbers to be laid off, a "generic" press release will be requested, only identifying Rapid Response logistics with no mention of numbers affected. Companies will be alerted to the fact that a press release will be forthcoming. The 24-hour response to notification will still be in force, but Rapid Response meetings to provide information will not be postponed awaiting verification of numbers to be laid off.

B. On-Site Intervention Planning (Employer Meetings)

Upon announcement of a business closure or layoff, the DWD Rapid Response Team will contact the employer and set up a time to meet with them to develop a series of meetings with the workers. The meetings will explain the services available to the workers to assist them in finding new employment. The state or local Rapid Response coordinator leads the meeting. Since discussions between the Rapid Response Team and company officials are confidential, all options for the dislocated workers can be candidly discussed and carefully analyzed.

The goals of this meeting are to:

- obtain preliminary worker demographic information such as number and gender, educational levels and ages of workers;
- determine the immediate needs of the affected workers, such as Unemployment Insurance (UI), financial management courses and ongoing medical insurance needs; and,
- arrange for the delivery of early intervention services such as workshops to address specific worker needs.

Ideally, once the State Dislocated Worker Unit learns of a dislocation event, the initial contact with the employer and union(s), if applicable, will occur almost immediately. Twenty-four hours is the desired timeframe goal for this first contact to verify the layoff or closure and to establish a date and time for the on-site meeting. Time is of the essence. Sufficient planning time is one key to effective service delivery.

C. Early Intervention Services

The more quickly Rapid Response is begun, the more time there is available for workers to overcome their fears and begin their re-entry into the workforce. In fact, workers may be able to begin services while they are still employed or while unemployment insurance benefits, severance payments or other financial resources are available. Pre-layoff services provided by Rapid Response may result in the workers having a more positive attitude toward their current employer and may maintain production levels.

D. Worker Orientation Meeting

After the meeting with the employer has occurred and some initial plans have been made concerning the layoff (or closure), it is time to turn attention and energy to those most affected, the dislocated workers. Members of the Rapid Response (Rapid Response team make-up is described later) Team are able to conduct the critically important worker orientation meeting, an opportunity for affected workers to learn about valuable services to get them back to work or into necessary training. An effective Rapid Response meeting quickly brings hope to dislocated workers and allows them to begin to focus on the future.

The Rapid Response meetings involve several steps over many visits. The meetings should be customized to the needs of the workforce, the timeline of the layoff and the environment in which

the layoffs will occur. The challenge is to demonstrate to the dislocated workers that the information communicated to them relates to their situation and it is meaningful in terms of their future work plans.

The Rapid Response Team will:

- o ensure meetings are held on site (if possible) with the cooperation of the employer;
- o ensure all agencies and programs are available to the affected workers and bring many of the appropriate partners to the Rapid Response meeting to give information and answer questions about their programs;
- o provide assistance to local communities to assist in responding to the closure or layoff; and,
- o when needed provide additional meetings for the workers to develop resumes, skill testing and assessment, labor market information and to develop a re-employment plan.

III. STATE & LOCAL ROLES AND RESPONSIBILITIES

A. State Dislocated Worker Unit

The DWD is officially designated as the state Dislocated Worker Unit. It will therefore assume the roles and responsibilities prescribed for the state Dislocated Worker Unit pursuant to the WIA and the WARN Act.

B. Local WIA Title I Grant Recipient

The chief elected official in each local region serves as the local grant recipient for the WIA grant funds. The WIBs are the officially designated representatives of the chief elected officials for providing authorized Title I funded services for the Dislocated Worker and Rapid Response Programs within their LWIA. The local boards will provide authorized Title I funded services through contracts with service providers. The WIB will assume grant recipient prescribed roles and responsibilities pursuant to the WIA and in coordination with the WARN Act. The WIB will designate staff who will report program performance for the Dislocated Worker and Rapid Response Programs on a regular basis to the local WIB and chief elected officials.

C. Rapid Response Activities - State Dislocated Worker Unit

As the state Dislocated Worker Unit, the DWD is required to be notified by companies pursuant to the WARN Act. Additionally, LWIAs will immediately notify the DWD of a mass layoff or plant closing of fifty or more employees within their prospective workforce investment area. In those instances where fifty or more employees are affected by a layoff or plant closing, the local staff must coordinate all employer contacts as directed by the state Dislocated Worker Unit.

- (1) When the DWD receives notification of a mass layoff or plant closing involving fifty or more employees, the DWD staff will contact the employer within twenty-four hours of the notification. The DWD staff will verify the information in the notification, as well as discuss any alternatives to prevent the layoff or closure. If the layoff or closing cannot be prevented, the DWD staff will briefly explain Rapid Response services and attempt to schedule a meeting with company and union officials, if applicable. The state Rapid Response Coordinator may send a Missouri Rapid Response and Missouri Dislocated Worker program informational letter to the affected employer (Attachment 2). If a union represents the affected workers, the Missouri American Federation of Labor-Congress of Industrial Organization (AFL-CIO) is contacted and made aware of the looming layoff or closure. The state Rapid Response Coordinator also contacts the local Rapid Response contact person.
- (2) Informational letters are sent to state legislators for the legislative district where the layoff is occurring, see Attachments 3 and 3A. The state Rapid Response Coordinator creates a layoff memo (see Attachment 4) and distributes to appropriate staff. The Department of Economic Development (DED) issues a press release announcing the Rapid Response meeting(s).
- (3) After the employer meeting is scheduled, the DWD staff designated as the Rapid Response Team, will ensure all agencies and programs are available to the affected workers and bring appropriate partners to the employer Rapid Response meeting to provide information about reemployment resources and answer questions about their programs. The partners may include the local WIB program staff, the Division of Employment Security (DES), the DED and other employment assistance agencies. The local Rapid Response contact person must attend employer meetings scheduled by the state Dislocated Worker Unit within the LWIA to explain

available LWIA dislocated worker services. Additionally, the local Rapid Response contact person will be available to assist the DWD in any state level Rapid Response.

- (4) The following items should be discussed at the initial or a series of meetings with company officials and/or unions:
 - Rapid Response and Missouri Dislocated Worker Program services available and the various service providers;
 - arrangements with local Career Centers for job placement and if applicable Trade Adjustment Assistance Reform Act (TAA Reform Act) services;
 - procedures for filing unemployment insurance claims;
 - company benefits available to workers;
 - facilities to be used to inform the workers about services;
 - any questions or concerns of management or labor about specific services of the Rapid Response and Missouri Dislocated Worker Programs;
 - if applicable, services the DED could provide to inform prospective buyers about the facility;
 - establishment of a Mobile Resource Room (MRR); and,
 - establishment and training of a Transition Team.
- (5) After meeting with company officials and/or unions, the Rapid Response Team will schedule a meeting for the Transition Team training, if applicable, and the affected workers to explain the available benefits and services and to encourage their enrollment in the Missouri Dislocated Worker Program. If established, affected employees will be enrolled in GreatHires.org using the Mobile Resource Room (MRR). At this time services may be immediately accessed through the designated local Missouri Dislocated Worker Program operator, who then becomes the point of contact and coordinator of service delivery for each affected worker.

During the Rapid Response meeting, workers are provided with information about a wide range of community assistance and associated topics including:

- o unemployment insurance;
- o local Dislocated Worker services and programs;
- o early information about what to expect emotionally and financially from being laid off;
- o coping with job loss;
- o availability of consumer credit counseling; and,
- o overview of local labor market opportunities.

Although Rapid Response meetings and Transition Team training may include information about welfare, food stamps and other social services, such information must be handled carefully, as workers may become even more frightened about their financial future, further contributing to their stress levels.

D. Rapid Response Activities – Local WIA Title I Grant Recipient

The local Rapid Response contact person will coordinate Rapid Response services for mass layoffs or plant closings affecting more than ten and less than fifty employees. In these instances, the local Rapid Response contact person will attempt to contact employers within twenty-four hours of notification of mass layoffs or plant closings to schedule a meeting with the employer, employees

and/or unions. The state Rapid Response Coordinator may initiate or assist with certain layoffs of less than fifty employees.

- (1) The local Rapid Response contact person will serve as coordinator of the local Rapid Response Team (should consist of representatives of Missouri Dislocated Worker and Rapid Response Programs service providers, local DWD staff, if necessary, Unemployment Insurance representatives and providers of other services available to dislocated workers). Such coordination shall include:
 - initial employer contact to explain services and schedule employee Rapid Response meetings;
 - arranging for a local DWD representative to attend any scheduled Rapid Response meetings when necessary;
 - contacting the Missouri AFL-CIO representative if a union represents the affected employees to inform them of any Rapid Response meetings;
 - if a Transition Team is established, the Rapid Response contact person will provide a presentation regarding the specific WIA dislocated worker services during Transition Team training;
 - arranging any Rapid Response meetings for affected employees and ensuring all necessary
 information is presented (i.e., United Way, Family Support Division, Mental Health, local
 credit counseling). During the employer meeting the local Rapid Response contact person
 will identify the agencies to be included in the Rapid Response presentations. The local
 Rapid Response contact person will establish an agreement with local agencies to provide
 these services at Rapid Response meetings;
 - establishing contact with community agencies, employers, chambers of commerce and other
 social service organizations in the LWIA. The local Rapid Response contact person will
 provide the above agencies with information regarding services the state Dislocated Worker
 Unit and the DED can provide. The local Rapid Response contact person will also suggest
 ways the local community agencies can provide assistance for the affected workers and the
 community. In the event of mass layoffs or closings, the local Rapid Response contact
 person will assist the state Dislocated Worker Unit in coordination of community services;
 - collecting surveys from employees attending Rapid Response meetings. The surveys should collect data such as what type of services employees are interested in, including training and retraining needs, as well as general employee information (name, address, e-mail address, etc.) All local Rapid Response contact persons are required to use a local survey for local and state Rapid Response events;
 - presenting information at Rapid Response employee meetings scheduled by the state
 Dislocated Worker Unit. If the local Rapid Response contact person cannot attend, the
 WIB contact or local Rapid Response contact person shall delegate Rapid Response duties
 to the alternate contact person to present information. The local Rapid Response contact
 person should consistently present WIA Dislocated Worker information at Rapid Response
 meetings;
 - coordinating the delivery of services to LWIA nonresidents laid off within the LWIA. Coordination shall include the development of non-financial agreements between LWIA's to ensure services are comparable, including plan modifications if necessary; and,
 - should include a brief discussion on stress with layoff and, if the need is identified, arrange for stress workshops to be held at a later date.

IV. RAPID RESPONSE SERVICES

A. Worker Transition Teams

The WIA encourages States to build a Rapid Response system to enlist worker and community involvement at the earliest stages of the Rapid Response process. Worker Transition Teams are "voluntarily agreed to by labor and management" and often include community organizations, "with the ability to devise and implement a strategy for assessing the employment and training needs of dislocated workers and obtaining services to meet such needs."

The transition team concept is based on the assumption workers anticipating a layoff are more likely to ask knowledgeable peers about the programs and services available to them. This concept results in the state Dislocated Worker Unit, the local Rapid Response contact person and the Missouri AFL-CIO training the transition team members or small groups of employees at companies experiencing layoffs. These teams act as information centers for their fellow workers. This concept works because it is built on trust from sharing a common work reality. These workers have something in common, making it possible for them to understand each other in ways other people generally cannot. As such, dislocated workers feel more comfortable talking with someone who has shared the same experiences such as punching the clock and working the shifts or dealing with the same work environment and pressures for years. For more information see Attachment 5.

B. Customer Centered Workshops

Generally, a selection of workshops is offered to dislocated workers if the company is agreeable and time allows. Many workers begin their job search prior to layoff and these workshops provide them with the job search skills needed to secure new employment. The suite of workshops offered will have been determined during the initial on-site visit with the employer and union representative, as applicable, or by the Worker Transition Team.

Customer centered workshops should be offered to provide effective pre-layoff and post-layoff services to all WIA dislocated worker eligible customers. The workshops should be short term in nature and customized to the current layoff. The workshops may include current labor market information, resume writing (provide a written resume, and when possible, provide a computer diskette copy to each customer), interviewing techniques, stress management, job search strategies and/or financial management.

The LWIA may elect to use the services of the University of Missouri Outreach and Extension.

C. Career Options/FastTrac Workshops

In the event the LWIA cannot provide a customer centered workshop at or near the time of the layoff the DWD may, based upon an assessment of the workers needs, elect to provide the Career Options Program and/or FastTrac NewVenture workshop.

Coordination by the local Rapid Response contact person with any University of Missouri Extension Career Options and/or FastTrac NewVenture Missouri Dislocated Worker Program workshop shall include:

• ensuring WIA Dislocated Worker eligibility of customers including completion of forms, securing adequate documentation as required and entry of all items as required in Toolbox (All customers should be registered in WIA and entered into the Toolbox case tracking system.); and,

• a short overview of the WIA Missouri Dislocated Worker services during each University of Missouri Extension's workshop held within the LWIA.

The Rapid Response contact person may also encourage workers who are already registered in the LWIA Missouri Dislocated Worker Program to participate in the Career Options and/or FastTrac, NewVenture workshop when appropriate.

NOTE: For more information, see Attachment 6 for the LWIA Rapid Response Contact Scope of Work.

D. Trade Adjustment Assistance Reform Act (TAA Reform Act) of 2002

The Trade Adjustment Assistance Reform Act of 2002 (TAA Reform Act) was signed into Federal law on August 6, 2002. It re-authorizes the Trade Adjustment Assistance (TAA) program through fiscal year 2007, and amends and adds provisions to the TAA program.

The TAA Reform Act Repeals the North American Free Trade Act (NAFTA-TAA), consolidating that program into the TAA program (Workers certified for NAFTA-TAA under petitions received before November 4, 2002, will continue to receive NAFTA-TAA services for as long as their eligibility lasts.)

The USDOL, the DWD and the DES under the provisions of the TAA Reform Act administer the program. This program's purpose is to help laid off workers who have lost their jobs due to foreign competition reenter the workforce. For more information on procedures for obtaining assistance see Attachment 7.

E. National Emergency Grants (NEGs)

The purpose of NEGs is to provide supplemental dislocated worker funds to states, local boards and other eligible entities in order to respond to the needs of dislocated workers and communities affected by major dislocations and other worker dislocation events that cannot be met with other funding.

The local Rapid Response contact person shall assist with any narrative and data requested by the DWD in preparation for application for the NEG. This may include gathering all information for the NEG proposal at the direction of the DWD, including employee and employer surveys and all necessary budgets. When more than one LWIA is included in the development of an NEG, the DWD will designate a LWIA as the local administrative lead. The lead LWIA will be required to coordinate with other LWIA's and to summarize all grant information and budgets containing the requested elements as required in the Federal Register Grant Application Guidelines (April 27, 2004).

F. Applications for Additional Funding

The local Rapid Response contact person shall assist the LWIA in preparation of a request for additional funding from the DWD's 25% Missouri Dislocated Worker funds, should a layoff occur within the LWIA of sufficient magnitude as to place undue strain on the LWIA's Missouri Dislocated Worker local formula funds. Application shall include at a minimum, data reflecting unemployment, current layoffs, current and projected enrollments, expenditure levels and narrative sufficient to justify the need for additional funds, planned activities and their relationship to the LWIA's current WIA Missouri Dislocated Worker Plan. Additionally, a proposed budget and customer summary must be submitted. Applications for additional funding will be in accordance with guidance issued by the DWD.

G. United Auto Workers (UAW)/WIA Missouri Dislocated Worker Liaisons Program
The UAW assists the DWD with informing dislocated workers of the many programs and
services available to them. The UAW Program Coordinators assist the DWD at Rapid Response
meetings for automobile workers and related industries.

H. The Missouri Department of Elementary and Secondary Education (DESE)

The DWD contracts with the DESE to administer the Individual Training Accounts for dislocated workers receiving classroom-training services. The DESE handles all financial transactions with educational institutions providing classroom training to Missouri Dislocated Workers.

I. Mobile Resource Room (MRR)

The DWD has wireless laptop computers. These computers may be used to set up a wireless network at the employer site of layoff or at a local community center to provide re-employment services to the laid-off workers. The main purpose is to register the dislocated workers in GreatHires.org at the Rapid Response meeting.

J. American Federation of Labor-Congress of Industrial Organization (AFL-CIO) Transition Teams

The Transition Team concept is based on the assumption that workers anticipating a layoff are more likely to ask knowledgeable peers about the programs and services available to them. The Coordinator trains Transition Teams or small groups of employees at companies experiencing layoffs. These teams act as information centers for their fellow workers.

V. PROGRAM MANAGEMENT

A. Personnel

The local Rapid Response contact person will conduct Rapid Response activities within the LWIA whenever a company lays off 10 to 49 employees. The local Rapid Response contact person will abide by the LWIA Rapid Response Scope of Work. As the Scope of Work states, the Local Rapid Response position is funded with the 25% share of WIA Missouri Dislocated Worker funds; therefore, activities conducted within this position must primarily be Rapid Response activities.

The Rapid Response contact person shall attend any Rapid Response training or WIA-related training arranged or provided by the DWD. Additionally, the local Rapid Response contact person shall:

- present information as requested regarding Rapid Response efforts within the LWIA;
- distribute employee surveys at each Rapid Response meeting and forward to the DWD upon request;
- attend any AFL-CIO's Transition Team meetings within the LWIA;
- assist the DWD with any feasibility studies funded within the LWIA;
- assist the DED in gathering information on a company or its workforce when requested by the DWD; and,
- help with the establishment and operation of the MRR to include overseeing registration of affected workers in GreatHires.org.

All other Title I funded personnel will receive orientation and be knowledgeable of these practices and procedures, as well as any subsequent revisions.

B. Reports

The local Rapid Response contact person will compile and submit an individual company and quarterly Rapid Response meeting report to the DWD state Rapid Response Coordinator for the applicable region and the local WIB Chairperson describing the Rapid Response activities within the LWIA. The report is labeled Attachment 1 in the Scope of Work.

The individual company Rapid Response reports must be submitted via email within five business days of the event to the DWD state Rapid Response Coordinator for the applicable region. The quarterly Rapid Response reports must be submitted by the 15th of the month reflecting the previous quarter's activity. Contract reimbursements may be withheld until required reports are submitted.

C. Coordination

The local Rapid Response contact person will work with local Missouri Career Center staff to establish an agreement outlining coordination of services between the Missouri Career Center and the LWIA. The agreement should include:

- provisions for the coordination of the WIA Missouri Dislocated Worker Program and the TAA Reform Act; and
- assurance that Career Center staff will be present at Rapid Response meeting (when deemed necessary by the Local Rapid Response contact person) and make referrals to the Missouri Dislocated Worker Program.

D. Marketing

A coordinated and consistent marketing approach will be implemented to complement both the state's and the LWIA's purposes and needs. Due to time constraints of some layoffs this may include contact with local media, TV, radio and print to inform dislocated workers of pending Rapid Response meetings or job fairs.

E. Business/Community Program Identification

Developing and maintaining good community relations will help promote the Rapid Response program to target audiences in the community. It will also assist in securing more resources for the program because target audiences will better understand its purpose and services. Practicing proactive community relations helps ensure the support of the community if a crisis occurs.

In order to present a clear, consistent identity and message to both the business and community sectors statewide, the WIBs and program staff will refer to Title I Dislocated Worker funded programs as the "Missouri Dislocated Worker Program." In addition to other local name designations or logos, printed materials or media coverage will reference the "Missouri Dislocated Worker Program".

F. Customer Recruitment/Employer Outreach

A program will be developed and implemented in each LWIA to publicize the purpose and potential benefits of the Rapid Response and the Missouri Dislocated Worker Programs. Strategies and efforts should complement the state/local area's team approach of Rapid Response, retraining and re-employment of dislocated workers. Activities such as announcements, press releases, media campaigns and special promotional events should be uniquely targeted to potential dislocated workers and employers. The DWD will produce and make available to LWIA's, public information materials designed to complement local recruitment/outreach program efforts and activities.

G. Using Media Relations to Communicate Messages

The media is one of the most important gatekeepers controlling the information flow to the target audiences in any community. The great majority of people rely on information they receive from some form of mass media, such as television, radio, newspapers or magazines. Ongoing coverage will help to reinforce the message and is an important part of a successful media relations effort.

Here are some strategies to use when talking to the media:

- First, learn as much as possible about the local media, especially the journalists who cover employment-related issues.
- Before approaching the media, it is important to decide who will talk to them. Choose a spokesperson within the agency who works closely with Rapid Response and who can educate and inform the media about the advantages to employers and their affected workers when they use Rapid Response services.
- Be aware of past relationships with and attitudes toward the agency.
- Always be completely honest. Know the facts and stick to them. Holding back or misleading information from journalists can damage credibility.
- Treat all members of the media with respect and interest.
- A good story will establish the Rapid Response team in the area as an important news source when a potential layoff or plant closure is announced.

Always remember to thank journalists when they run a story on Rapid Response involvement with a layoff or plant closure.						

VI. THE MISSOURI DISLOCATED WORKER PROGRAM

A. Purpose

The purpose of the Missouri Dislocated Worker Program is to help permanently laid off workers reenter the workforce. The focus of the Missouri Dislocated Worker Program is unsubsidized reemployment of dislocated workers facilitated by the provision of core, intensive and training services based upon an individual's assessed needs.

B. Design and Delivery of Missouri Dislocated Worker Services

The delivery of services will be through the One-Stop delivery system in the Missouri Career Centers. Within each LWIA, an array of services will be offered in combination or sequence based upon the individual assessed needs of the dislocated worker. Pivotal to the Missouri Dislocated Worker Program is a comprehensive assessment and development of an Individual Employment Plan (IEP) identifying employment goals, appropriate achievement objectives and appropriate combination of services for the customer to achieve the employment goals.

Some customers assessed with skills transferable to other occupations may only require core services such as job search and placement assistance, job referrals, job development and/or workshops and job clubs. Other customers who are determined to be in need of services, such as counseling and/or case management in obtaining employment, may be provided intensive services.

The final threshold for services offered to dislocated workers under the WIA is training services. Funds allocated for dislocated workers under training services can be provided if the dislocated worker is unable to obtain or retain employment through such services, or who:

- after an interview, evaluation, or assessment and case management have been determined by a Missouri Career Center or partner to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;
- select programs of training services directly linked to the employment opportunities in the local area involved or in another area to which the dislocated worker receiving such services is willing to relocate; and,
- meets the requirements of inability to obtain other grant assistance for such services, including Federal Pell Grants, or require assistance beyond the assistance made available under other grant assistance programs, including Federal Pell Grants.

Training services may be provided to a dislocated worker who meets the requirements while an application for a Federal Pell Grant or (company wide) TAA assistance is pending. If such individual is subsequently awarded a Federal Pell Grant, appropriate reimbursement may be made to the local area from such Federal Pell Grant, or used in coordination with WIA funds. The use of the Federal Pell Grant can be used in determining an individual's overall need for WIA funds, including supportive services that may be needed so that the training can be completed successfully. (see DWD issuance 12-99 for more details).

Program design should maximize the provisions of combinations or sequences of available services to meet each dislocated worker's assessed needs while systematically moving toward re-employment with minimal delay at a reasonable cost.

C. Toolbox Case Tracking System

The Missouri Toolbox Case Tracking System will be used for tracking information related to dislocated workers enrolled in the Missouri Dislocated Worker Program. At a minimum, customer tracking via Toolbox will be sufficient to provide recording of eligibility, enrollment status, case notes and demographic and follow-up data of program customers consistent with established performance standards requirements.

Upon notification of a state level Rapid Response, the DWD will assign a plant closure code to each group of workers. When a dislocated worker is registered in the WIA, the Toolbox system will request additional information. The customer should then be associated with the appropriate dislocated worker plant closure or mass layoff code from the dropdown box. The local Rapid Response contact person should inform all appropriate Missouri Career Center staff of the layoff code at the time of registration. A code will be assigned to all state level events (dislocations involving 50 or more workers), some events of less than 50 when determined appropriate by the state level Rapid Response Coordinator, NEGs and all TAA Reform Act approved petitions.

D. Intake/Enrollment

Applicants will be considered for Missouri Dislocated Worker enrollment based on the information necessary for eligibility determination.

Applicants must be certified eligible in accordance with the WIA. The LWIA will use a maximum time period of three years from the date of dislocation for determining eligibility. Documentation of eligibility must be retained as required.

Procedures will be established by the WIB and Career Centers within the LWIA to identify and refer Missouri Dislocated Worker Program eligible applicants who may also be determined certifiable for assistance under the TAA Reform Act. The Dislocated Worker Unit recommends that, when appropriate, applicants eligible for the TAA Reform Act should be concurrently enrolled (dual enrollment) in Title I and TAA Reform Act programs and a joint service plan developed. The LWIA will coordinate all services with the local Missouri Career Center office to ensure duplicate services are not provided. Reference Scope of Work in Attachment 6 – Dual Enrollment Procedures and Coordination of Services, is Attachment 2 to the Scope.

Unless specifically requested otherwise by a dislocated worker, the workforce investment area where the plant closure or layoff occurs is responsible for coordinating all Title I services to be provided to the dislocated workers. The LWIA involved in a plant closure or layoff will coordinate services to meet the needs of the affected workers. The LWIA must ensure the affected workers receive comparable services. If needed, 25% funds may be made available for additional resources to help coordinate services. A request in writing with justification for need is required to apply for the 25% funds.

- Title I services will be accessible to eligible dislocated workers displaced by a permanent closure or substantial layoff occurring in Missouri, regardless of their state of residence. Missouri WIA whose area adjoins other states should develop written referral agreements with those adjoining State Title I dislocated worker program operators annually to ensure coordination of services.
- The LWIA has the flexibility to either provide services for the dislocated workers or to work out a specific agreement between LWIA's (and other states' LWIA). The agreement will ensure

comparable services are provided to eligible dislocated workers from the same plant closure or layoff unless the differences are due to an individual assessment of need. The agreement will also ensure comparable services are not denied to eligible dislocated workers from the same plant closure or layoff unless the differences are due to an individual assessment of need. Specific agreements will be developed with regard to "comparable services" when a layoff affects 50 or more workers from two or more states.

E. Customer Records

An individual document file will be maintained for each dislocated worker who has been registered into Toolbox under the WIA Missouri Dislocated Worker Program to facilitate program monitoring and auditing. If a customer relocates to a different LWIA, a copy of the customer's file shall be made available upon written request from the new LWIA.

Each customer file will include, but not be limited to, the following information:

- signed Attestation Form;
- citizenship/eligible to work in the USA documentation;
- Selective Service documentation (males 18 & older/born after 1960);
- customer signed Complaint & Grievance form; and,
- Title I dislocated worker eligibility documentation.

The documentation listed below may be included in the customer's file or in the case management system, Toolbox:

- A signed IEP,
- unemployed and unsuccessful with core and/or intensive, if applicable, or employed but needs intensive or training services for self-sufficiency (if applicable);
- appropriate for and in need of training;
- unable to obtain other grant for training or requires additional assistance;
- Individual Training Account (if applicable N/A if On-the-Job Training (OJT));
- if applicable, OJT employer work-site contract and customer signed training plan; and,
- activities and services documented in counseling case notes and retained in the customer's file and/or in Toolbox.

F. Case Notes

Customer case records will be maintained and updated to identify necessary changes, additional services or training needs and customer program accomplishments. The following are suggested intervals for specific case recording in individual customer files and/or maintained in their respective Toolbox record:

- Classroom training at least monthly
- Job Search Assistance (and in-house Work Shops and Job Clubs) weekly
- On-the-Job Training at least monthly

After each plan review or counseling activity the results, observations and recommendations should be recorded in the customer's file and/or their Toolbox record.

G. Continuous Improvement System

The DWD will operate a continuous improvement system to provide technical assistance to the regions for effective management and evaluation of services provided through the Missouri Career Centers. On-site and desk monitoring of the LWIA's programs will be conducted by the DWD's Continuous Improvement team. The team will review the region for compliance with the federal regulations, the DWD Practice and Procedures, Scope of Work, individual local plans and targeted performance measure goals. The review will also include an evaluation of service integration among the Missouri Career Center partners and identification of best practices relating to improved performance and customer satisfaction.

In accordance with the DWD Issuance 02-01, each local WIB will establish and maintain internal monitoring systems to ensure program compliance.

H. Complaint and Grievance

The WIB will maintain written complaint and grievance procedures for handling non-criminal complaints or grievances. WIBs will administer Complaint and Grievance systems in accordance with their approved LWIA Plan.

I. Waivers

The DWD reserves the right to waive any requirement it has established. The DWD cannot waive requirements imposed by the WIA regulation or other statutory restrictions. All requests for waivers must be made in writing, explaining the circumstances and rationale for the waiver request.

J. Dual Enrollment – DWD Issuance 15-01

In an effort to ensure customers are aware of all appropriate services available to them within the Missouri Career Centers, the DWD encourages the LWIA to consider dual enrollment as another option in providing quality customer service. Dislocated workers should be made aware of all available services provided through Missouri Career Center partners. This information should be provided early in the orientation process to allow customers to make an informed decision regarding services. The customer, based upon their individual needs, should make the decision to enroll in more than one program.

Appropriate Title I assessment and core services should be offered to individuals enrolled in the TAA Reform Act. This requires close integration of the TAA Reform Act and Title I services. Dual enrollment of all trade impacted workers is encouraged to ensure the workers get all services they need to return to work in a timely manner. The use of the joint IEP is also recommended to reduce duplication, provide better customer service and allow for customer tracking. The DWD Issuances 7-01, 15-01 and 15-01 Change 1, outline procedures to be used for customers concurrently enrolled in TAA Reform Act and Title I services. Technical assistance and or training on the coordination of these programs are available on request.

K. Dislocated Worker Eligibility

The WIA identifies four different dislocated worker categories. The following items will be documented in the customer's file for the eligibility category identified. If appropriate, one item may be used to verify more than one item under a category.

Dislocated Worker – The term "Dislocated Worker" means an individual who –

A. Category #1 - Definition

1. has been terminated or laid-off, or who has received a notice of termination or layoff, from employment:

- a. is eligible for or has exhausted entitlement to unemployment compensation; or,
- b. has been employed for a duration sufficient to demonstrate to the appropriate entity at a Missouri Career Center referred to in the WIA section 134 (c), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer not covered under a State unemployment compensation law; and,
- c. is unlikely to return to a previous industry or occupation.

Documentation of Permanent or Substantial Layoff

A copy of a letter or notice from the employer verifying plant closure, reduction in workforce or plant layoff showing company and applicant name and date of layoff will be used to document eligibility.

If the above layoff documentation cannot be secured, the WIA service provider shall document eligibility by a phone call to the customer's former employer verifying termination of employment as a result of permanent layoff or closure. The following information must be documented in the case notes during the eligibility process:

- name of employer;
- contact person's name, title and date of contact (the contact person must be in position of authority with knowledge of personnel matters relating to this layoff/closure);
- phone number; and,
- date of permanent layoff.

This procedure for documentation by phone should be used only as a "last resort" and only after the WIA service provider has made every possible effort to secure some form of written documentation as outlined above.

Note: In those cases where an employer states they may recall laid-off employees, the layoff may still be considered indefinite if the following conditions exist:

- no definite recall date has been given; OR,
- a recall date was given but the date has passed with no recall; AND,
- the DES is requiring the individual to conduct a work search in order to remain eligible for Unemployment Insurance.

Unemployment Insurance (UI) (unemployment insurance eligible and exhausters) eligible is defined as earning or earned "wage credits" in unemployment insurance "covered employment." The WIA service provider should obtain documentation from the DWD staff showing the applicant is eligible for UI or a UI exhauster.

Note: In cases where the above documentation is not available the following documents may be used:

- a copy of the customer's unemployment benefits check stub; <u>OR</u>,
- a copy of the customer's UI determination letter.

B. Category # 2 - Definition

- 2. has been terminated or laid-off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility or enterprise:
 - a. is employed at a facility where the employer has made a general announcement that the facility will close within 180 days; or,
 - b. for purposes of eligibility to receive services other than training services described in section 134(d)(4) of the WIA, intensive services described in section 134(d)(3) of the WIA, or supportive services, is employed at a facility where the employer has made a general announcement the facility will close.

Documentation of Permanent Closure or Substantial Layoff

- 1. Closure: company name, date, verification it was a closure (letter or notice of closure from the company).
- 2. Substantial layoff: letter or notice showing company name, date, number laid off, number of employees at normal production who work 20 hours or more per week, which will verify an employment loss at a single site of employment during any 30-day period for:
 - a. at least 33% of the employees (excluding employees regularly working less than 20 hours per week); and,
 - b. at least 50 employees (excluding employees regularly working less than 20 hours per week; or,
 - c. at least 500 employees (excluding employees regularly working less than 20 hours per week)

Note: Item 2(a) and 2(b) <u>or</u> item 2(c) must be met for verification of substantial layoff. Also, a substantial layoff may be documented by telephone if all of the above information is available from a contact within the company with a person in a position of authority with knowledge of personnel matters relating to this layoff. The documentation must be maintained in a master file and or the customer file.

At least one item of documentation is required verifying the applicant was employed at the company at the time of the closure, or layoff, in addition to one item of documentation verifying the layoff was due to a closure or substantial layoff (both items may be verified in one document). Verification of UI status is not required, nor is documentation of "Unlikely to Return" for those applicants under permanent closure or substantial layoff.

Note: The Mass Layoff/Plant Closure Code is used for customer tracking purposes only. The assignment of this code by the DWD does not verify any of the above information and is not used for any purpose other than the tracking of customers by company of layoff.

A dislocated worker who has been determined eligible as a result of a closure or mass layoff shall remain eligible if such individual:

- Remains unemployed, or
- Accepts temporary "Stop-Gap" employment for the purpose of income maintenance prior to and/or during participation in intensive or training services with the intention of ending such temporary employment at the completion of the intensive or training services with entry into permanent unsubsidized employment as a result of the services. Such temporary employment must be with an employer other than the employer the individual was laid off from.

If an individual has been determined to be eligible for dislocated worker services and is currently employed, such an individual may still be eligible if their current employment is determined to be "Stop-Gap" employment. See DWD Issuance 04-00 for additional information regarding "Stop-Gap" employment.

Once Dislocated Worker eligibility has been determined and it is determined the current employment is not with the employer of layoff used to determine such eligibility, the "Stop-Gap" employment must meet ALL three of the definitions as outlined below (a., b., & c). For example, if Item a. is met, proceed to item b., if item a. is not met, the employment does not meet Stop-Gap definition and Missouri Dislocated Worker services cannot be provided.

Stop-Gap employment must be:

- a. less than two years in duration;
- b. an entry level, unskilled, or semi-skilled position; and,
- c. must meet one of the following conditions:
 - 1. Part-time (less than thirty-five hours per week);
 - 2. Temporary (ninety days or less); or,
 - 3. Earnings may not exceed the higher of:
 - a. Minimum wage; or,
 - b. 70% of the individual's wage received from the occupation he was laid off from.

Note: Workforce Investment Areas are encouraged to establish local policies with regard to dislocated workers who accept full-time employment allowing for self-sufficiency, after they have been determined eligible for and are receiving intensive or training services.

Written documentation of the "Stop-Gap" dislocated worker's employment situation will be maintained in the customer's file.

C. Category # 3 - Definition

3. was self-employed (including employment as a farmer, a rancher or a fisherman) but is unemployed as a result of general economic conditions in the community where the individual resides or because of natural disasters;

Documentation of Self-Employed Individual

- 1. Evidence of self-employment:
 - a. business tax return
 - b. business license
 - c. any other legal document showing self-employment that can be verified by phone
- 2. Evidence of now being unemployed:
 - a. a copy of the customer's unemployment benefits check stub or UI determination letter
 - b. any other documentation verifying status of being unemployed
- 3. Evidence of this unemployment due to economic conditions in the community where the individual resides <u>or</u> because of natural disasters

Documentation Examples

- a. natural disasters insurance records, disaster declaration, etc.
- b. general economic conditions in some instances a self-employed person has not filed bankruptcy or other official evidence of business failure, but is willing to attest they are no longer in business. In those instances, additional documentation may be necessary.

Note: One item under 3(a) or 3(b) must be documented to prove business failure. If 3(b) is used the documentation must include evidence of::

- 1. failure of one or more businesses to which the self-employed individual supplied a substantial proportion of products or services;
- 2. failure of one or more businesses from which the self-employed individual obtained a substantial proportion of products or services;
- 3. substantial layoff(s) from or permanent closure(s) of one or more plants and facilities that support a significant portion of the state or local economy; and/or,
- 4. depressed price(s) or market(s) for the article(s) produced by the self-employed individual.

Note: In some cases, the family member of the formerly self-employed individual may apply for services. In this case, special care must be given to required documentation and additional documentation clearly showing the extent the family member contributed to the business.

Documentation examples for family members;

Evidence of family members of formerly self-employed showing at least 50% of family member's income came from the family business:

- a. family member's personal income tax return; or,
- b. sworn statement from individual who operated the business that family member contributed substantially (at least 50%) to the business.

In addition, family members must also provide documentation that the family business is no longer in operation.

At least one item of documentation showing:

- 1. evidence of having been self-employed;
- 2. evidence of now being unemployed; and,

3. evidence of business failure due to economic or disaster conditions will be documented and maintained in the customer's file.

D. Category # 4 - Definition

4. is a displaced homemaker:

Displaced homemaker – The term "displaced homemaker" means an individual who has been providing unpaid services to family members in the home and who:

- has been dependent on the income of another family member but is no longer supported by that income; and,
- is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Documentation of Displaced Homemaker

Two items must be documented to verify eligibility as a displaced homemaker:

- 1. documentation from a social service agency, shelter, or legal paperwork (separation, divorce, alimony, etc.) verifying loss of income and change in family status; and,
- 2. documentation of work search, or proof of being underemployed using specific criteria outlined by the LWIA.

VII. LOCAL EMPLOYMENT & TRAINING ACTIVITIES

A. Core Services-Staff Assisted

Local areas shall provide staff assisted core services to dislocated workers through the Missouri Career Center delivery system. Core services listed below include additional information related to dislocated workers. The following services may be provided to dislocated workers in the LWIA. Toolbox activity codes are also listed.

1. Outreach, Intake, One-Stop Orientation (Activity Code 905)

Outreach activities offer the customer the opportunity to find out about the Missouri Dislocated Worker Program. Intake is enrollment into the program, including **Title I Eligibility (Activity Code 904)**, while the Missouri Career Center orientation informs customers of all available services through the Missouri Career Center. The WIA registration is not required in order to receive these services.

Orientation

An orientation informational package will be provided to each customer prior to beginning any activity. The package will include, but not be limited to the following:

- Missouri Dislocated Worker Program description and purpose;
- conditions and standards for Missouri Dislocated Worker Program participation;
- type and extent of available Missouri Dislocated Worker Program services and training;
- name, title, address and telephone number of customer's assigned counselor; and,
- the LWIA's or program contractor's complaint and grievance procedures.

Each customer will sign a written statement acknowledging receipt of the orientation package and the signed statement will be retained in the customer's file.

2. Job Search & Related Activities

A program of job search activities will be developed by each LWIA including job-seeking skills training, job search assistance and job club. According to individual assessed need and progress toward entering employment, each customer may be enrolled in one or a combination or sequence of these activities. Specially targeted job search and placement services will be provided by the LWIA's to assist customers in obtaining employment in occupations or industries with long-term potential. Strategies for rapid re-employment of customers with transferable skills should be developed.

- **3. Job Search and Placement Assistance (Activity Code 101)** should be provided to dislocated workers who need assistance in identifying job openings, completing job applications, scheduling job interviews and being hired into the identified jobs.
- **4. Job Referrals (Activity Code 102)** is the act of arranging interviews with employers, for customers, that might lead to employment.
- **5. Job Development (Activity Code 103)** is the location and recruitment of job openings, either for specific customers or to be added to a list of available job openings. Likewise, special strategies may be necessary to determine skill requirements of occupations or industries yielding long-term employment potential. These strategies should be closely coordinated with the customer's selection

of retraining services and matching with future re-employment. The LWIA may develop employment opportunities using OJT and existing the DWD placement resources when applicable. Job development and placement will be provided in accordance with the LWIA employer-marketing plan.

6. Workshops and Job Clubs (Activity Code 104) is training customers in job seeking and job holding techniques through interactive presentations, may be combined with a support group (job club) interaction and activities designed to reinforce the customer's resolve in their job search efforts. Job seeking skills training should be one or more brief informational seminars targeted for customers with specific transferable skills prior to direct referral to job placement services. Such customers may be assessed as readily employable due to available job openings. Training may focus, for example, on basic interviewing techniques and proper application completion.

Job search assistance should be more intensive training designed to introduce job-finding skills to customers who may not have sought employment in years or lack specific transferable skills for rapid re-employment. Training should be offered in a group setting and be conducted for up to one week. The week, for example, should focus on job finding skills instruction of 24 to 40 hours including resume writing, job leads identification, techniques for telephoning potential employers for an interview, proper application completion and interviewing techniques. Customers should also be encouraged to obtain job leads and to telephone employers concerning potential job openings.

Job club combines job search assistance along with a support group of customers seeking employment. The focus of job club should be to provide customers an opportunity for group support, follow-up and reinforcement of job finding skills obtained from job search assistance.

B. Intensive Services

Funds allocated to the local area for dislocated workers for intensive services shall be used to provide services to those who are:

- unemployed and are unable to obtain employment through core services; and,
- who have been determined by an appropriate entity from the Missouri Career Center to be in need of more intensive services in order to obtain employment; or,
- who are employed, but who are determined by the appropriate entity from a Missouri Career Center to be in need of such intensive services in order to obtain or retain employment allowing for self-sufficiency.
- 1. Comprehensive Assessment (Activity Code 201) is a specialized evaluation of the skill levels and service needs of customers. It may include diagnostic testing, use of other assessment tools, indepth interviewing, evaluation to identify employment barriers and appropriate employment goals.

An assessment will be completed for each customer to adequately determine current education, experience and skill levels for use in development of the IEP. Counseling services will be provided to assess each customer's current status; including employment history, education, job skills, financial needs, residence, family situation and other personal history information relevant to reemployment.

The educational and vocational training needs of each customer will be identified based upon this assessment for referral to appropriate training programs or services. The reading/math ability of

each customer may be assessed. The Test of Adult Basic Education (TABE) Survey D or other standardized reading/math level assessment instruments approved by the DWD may be used. All customers assessed with reading/math levels below the eighth grade should be referred for enrollment in a basic/remedial education program.

2. Full Development of an Individual Employment Plan (IEP) (Activity Code 202) is a creation of a documented strategy, using information gathered through self-assessment, initial assessment and comprehensive assessment, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the customer to achieve the employment goals.

An IEP or an equivalent plan document for each customer should be developed, regularly reviewed and revised as necessary. Need for available services and activities will be assessed and identified with the customer.

The plan may include, but not be limited to:

- assessment data showing the customer's employability readiness, including past employment and educational information;
- identification of the customer's transferable skills based on the theory that job skills are transferable to other jobs requiring similar worker traits and aptitudes;
- customer's employment and training needs;
- specific activities and services to be developed or accessed to meet the customer's needs; and,
- an individualized strategy for transition from unemployment, by concurrent or sequential participation in program activities to placement in unsubsidized employment.

A customer-signed copy of the plan will be retained in the customer's file and a copy will be given to the customer.

- **3.** Individual Counseling and Career Planning (Activity Code 204) is to advise the dislocated worker on an individual basis and to provide counseling on financial, vocational or personal matters. Basic counseling and guidance services should be provided to each customer as necessary to:
- assess the customer's progress relative to the IEP and to identify concerns;
- ensure customers and employers are adjusting to the necessary training activity;
- develop an atmosphere for customer/employer communication, providing a network for the resolution of problems;
- assist problem identification and resolution;
- assess the customer's progress relative to their Adult Basic Education/General Educational Development Certificate training; and,
- assess the customer's need for financial and personal counseling.
- 4. Supportive Services (Activity Code 403) are services such as transportation, childcare, dependent care and housing necessary to enable an individual to participate in activities authorized under and consistent with Title I of the WIA.

Supportive services may be provided through cash assistance or by arrangement with another human service agency when necessary to enable an individual eligible for WIA services to participate

under a WIA assisted program, but who cannot afford to pay for such services. Necessary supportive services shall be specified in the customer's IEP and in accordance with the LWIA's plan. Financial assistance shall only be used to pay for specific necessary services and shall be limited to discretionary payments, necessary for participation in a program funded under this Act.

A referral network of local supportive services providers, including mental health and other social service agencies, will be established by the LWIA as a resource for providing customer supportive services. Such services may be provided at no cost to individual customers, to facilitate adjustment to the work environment and to deal with any personal or family problems, affecting customer employability or employment. Program expenditures will be limited to those services directly related to an individual customer's re-employment. These expenditures should only occur after it has been determined such services are not available through other social services agencies or sources at no cost.

Non-financial agreements should be established with service providers specifying the types of services available to the customer at no cost to the LWIA. A current list of those service providers should be maintained and available to program staff for use in making referrals. At a minimum, the list should include providers who offer personal and family counseling, substance abuse counseling, financial crisis counseling or legal assistance. Also, information regarding consumer credit counseling services should be made available to laid-off workers.

C. Training Services

Funds allocated for dislocated workers under training services can be provided if the dislocated worker is unable to obtain or retain employment through such services who:

- after an interview, evaluation, or assessment and case management have been determined by a Missouri Career Center or partner to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;
- select programs of training services directly linked to the employment opportunities in the local area involved or in another area the dislocated worker receiving such services is willing to relocate; and,
- meet the requirements of: unable to obtain other grant assistance for such services, including Federal Pell Grants, or require assistance beyond the assistance made available under other grant assistance programs, including Federal Pell Grants.

NOTE: Training services may be provided to a dislocated worker who meets the requirements while an application for a Federal Pell Grant or (company wide) TAA assistance is pending. If such individual is subsequently awarded a Federal Pell Grant, appropriate reimbursement may be made to the local area from such Federal Pell Grant, or used in coordination with WIA funds. The use of the Federal Pell Grant can be used in determining an individual's overall need for WIA funds, including supportive services that may be needed so that the training can be completed successfully. (see DWD issuance 12-99 for more details).

According to assessed need, customers will be referred for vocational skill training. Customers will be referred to local public or private training institutions approved by the DESE. If the individual assessment does not indicate transferable skills for potential long-term re-employment, the customer should be encouraged to enroll in vocational skill training. Upon completion of vocational skill training, the customer should be provided job search assistance, pending a definite job offer or

enrollment in OJT. The customer should be advised of available assistance through the Missouri Stafford Student Loan Program and the Pell Grant Program. Training services may include:

1. On-the-Job Training (OJT) (Activity Code 302) is training by an employer provided to a paid participant while engaged in productive work in a job.

OJT:

- A. provides knowledge or skills essential to the full and adequate performance of the job;
- B. provides reimbursement to the employer of up to 50% of the wage rate of the participant, for the extraordinary costs of providing the training; and,
- C. is limited in duration as appropriate to the occupation the participant is being trained, taking into account the content of the training, the prior work experience of the participant and the service strategy of the participant, as appropriate.

OJT is provided under a contract with an employer in the public, private non-profit, or private sector. Through the OJT contract, occupational training is provided for the WIA participant in exchange for the reimbursement of up to 50% of the wage rate to compensate for the employer's extraordinary costs. (WIA sec. 101(31)(B).

The local service provider may not contract with an employer who has previously exhibited a pattern of failing to provide OJT participants with continued long-term employment with wages, benefits and working conditions equal to those provided to regular employees who have worked a similar length of time and are doing the same type of work. (WIA sec. 195(4).

An OJT contract must be limited to the period of time required for a participant to become proficient in the occupation the training is being provided. In determining the appropriate length of the contract, consideration should be given to the academic and occupational skill level of the participant, prior work experience and the participant's IEP. (WIA sec. 101(31)(C).

OJT training payments to employers are deemed to be compensation for the extraordinary costs associated with training participants and the costs associated with the lower productivity of the participants.

Employers are not required to document such extraordinary costs.

- **2. Occupational Skill Training (Activity Code 301)** Occupation specific training is provided by a public or private vendor that is WIA approved by the Department of Elementary and Secondary Education (DESE) and paid for through individual training accounts when funded through the WIA. Training funded through partner agencies does not have to be paid through individual training accounts.
- **3.** Needs-Related Payments (Activity Code 404) Needs-related payments may be provided to an eligible dislocated worker who does not qualify or has ceased to qualify for unemployment compensation in order to enable such worker to participate in training or education programs under this Title. The intent of needs-related payments for Title I customers is to provide an extension of income necessary to allow customers to remain in longer term training beyond the customer's eligibility for UI benefits (including extended UI).

To receive needs related payments, a dislocated worker must:

- (a) Be unemployed; and,
 - (1) have ceased to qualify for unemployment compensation or trade readjustment allowance under the TAA; and,
 - (2) be enrolled in a program of training services under the WIA section 134(d)(4) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or if later, by the end of the 8th week after the worker is informed a short-term layoff will exceed 6 months; or,
- (b) be unemployed and did not qualify for unemployment compensation trade readjustment allowance under the TAA.

A needs-related payment system will be established by the WIB and identified in the LWIA's local plan.

D. Follow-up (after Rapid Response meetings and prior to WIA registration)

A method of follow-up must be developed by the LWIA to evaluate the effectiveness of services provided to dislocated workers through the Missouri Dislocated Worker and Rapid Response Programs.

The local Rapid Response contact person shall provide follow-up services to all laid-off workers following Rapid Response meetings. Follow-up shall include:

- an informational letter to each employee within 15 working days of the meeting and all laid-off workers who have not accessed services;
- additional contact should be initiated 30 days after the layoff; and,
- if necessary, an additional contact should be initiated 60 days after layoff.

To accomplish the above outlined follow-up, the local Rapid Response contact person shall be responsible for obtaining a list of affected employees from the company or union.

VIII. DEFINITIONS

Affected Employees – Employees who may reasonably be expected to experience an employment loss as a consequence of a proposed plant closing or mass layoff by their employer.

Bumping Rights – Rights of the employee to displace another employee due to a layoff or other employment action as defined in a collective bargaining agreement or other binding agreement.

Collective Bargaining Agreement – Also referred to as bargaining agreement and sometimes known as labor-management agreement or union contract: an agreement between an employer and a union establishing wages, hours and other terms and conditions of employment for employees in the bargaining unit represented by the union.

Core Services – Under the WIA, services include eligibility determination, initial assessment of skill levels and the provision of information about the local labor market.

Dislocated Worker – an individual who:

- has been terminated or laid off, or who has received a notice of termination or layoff, from employment;
- is eligible for or has exhausted entitlement to unemployment compensation;
- has been employed for a duration sufficient to demonstrate, to the appropriate entity at a
 Missouri Career Center, attachment to the workforce, but is not eligible for unemployment
 compensation due to insufficient earnings or having performed services for an employer not
 covered under a state unemployment compensation law and is unlikely to return to a
 previous industry or occupation;
- has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;
- is employed at a facility where the employer has made a general announcement such facility will close within 180 days;
- for purposes of eligibility to receive services other than training services, intensive services, or supportive services, is employed at a facility where the employer has made a general announcement the facility will close;
- was self employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community where the individual resides or because of natural disaster; or,
- is a displaced homemaker.

Displaced Homemaker – An eligible dislocated worker defined as "an individual who has been providing unpaid services to family members in the home and who has been dependent on the income of another family member but is no longer supported by that income and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment," as defined under the WIA Section 101(10). However, for the purpose of statewide employment and training activity for innovative programs for displaced homemakers, displaced homemakers may include a person "who is receiving public assistance and is within two years of exhausting lifetime eligibility

under part A of title IV of the Social Security Act," as defined under the WIA Section 134(a)(3)(A)(vi)(I).

Dislocated Worker Unit – Unit established by a state "to carry out statewide Rapid Response activities," as defined under Section 665.300(c) of the WIA regulations.

Economic Development Agency – includes local planning and zoning commissions or boards, community development agencies and other local agencies and institutions responsible for regulating, promoting or assisting in local economic development.

Eligible Training Provider List – A list of organizations, entities or institutions, such as a public or private college or university, community-based organization, or proprietary school whose application has been approved by the LWIB and submitted to the state for inclusion on the state list of those who can provide training services through the use of an Individual Training Account.

Employed Workers – Individuals who are working. They are eligible for Rapid Response and early intervention and core services. Intensive and training services can be provided to an employed person when an individual has received at least one core service and it has been determined more intensive services are needed "to obtain or retain employment that leads to self-sufficiency" as provided in Sections 663.220 and 663.310 of the WIA regulations.

Employee Benefits Security Administration (EBSA) – formerly Pension and Welfare Benefits Administration (PWBA): An agency of the USDOL protecting the integrity of pensions, health plans and other employee benefits.

Employment Retirement Income Security Act (ERISA) – Legislation providing protection for the interests of participants and their beneficiaries in employee benefits plans. Among other things, ERISA requires sponsors of private employee benefit plans to provide participants and beneficiaries with adequate information regarding their plans.

Employment and Training Administration (ETA) – An agency of the USDOL helping the U.S. labor market function more efficiently "by providing high quality job training, employment, labor market information and income maintenance services primarily through State and local workforce development systems."

Health Insurance Portability and Accountability Act (HIPPA) – Amended ERISA to provide new rights and protections for participants and beneficiaries in health plans following dislocations. HIPPA protections for workers include limited exclusions for preexisting medical conditions; new rights allowing individuals to enroll for health coverage in certain situations, including termination of employment or a reduction in hours; and, the prohibition of discrimination (exclusions from coverage, over-charging for coverage offered by an insurer) against employees and dependents based on their health status.

Incumbent Workers – Under the WIA, individuals who are employed and who do not "necessarily have to meet the eligibility requirements for intensive and training services for employed adults and dislocated workers." They can receive services as part of a statewide workforce investment activity for incumbent workers, and the state can establish definitions and policies for eligibility, as provided in Section 665.220 of the WIA regulations.

Individual Employment Plan (IEP) – DWD Issuance 03-00 defines full development of an IEP as "Creation of a documented strategy, using information gathered through self-assessment, initial assessment and comprehensive assessment, to identify the employment goals, appropriate objectives and appropriate combination of services for the customer to achieve the employment goals."

Individual Training Account – An expenditure account established on behalf of a customer to pay for training services through an Eligible Training Provider.

Intensive Services – As defined in Section 663.220 of the WIA regulations, services include diagnostic testing and other tools to assess service needs and skill levels, individual counseling and career planning and developing an IEP. These services can be provided when an individual has received at least one core service and it has been determined more intensive services are needed to obtain employment (if the person is unemployed), or "to obtain or retain employment that leads to self-sufficiency" (if person is employed).

Mass Layoff – Under the WARN Act, a mass layoff event is defined as an employment loss of 500 or more employees during a 30-day period at an employment site, or for 50-499 employees if they make up at least 33% of the employer's active workforce.

Mobile Resource Room – The deployment of computer systems at a Rapid Response Meeting designed to allow affected Dislocated Workers to register for services at the Rapid Response Meeting location – before, during or after normal operational hours.

Needs-Related Payments – As defined in Section 134(e)(3) of the WIA, the provision of financial assistance to customers "who are unemployed and do not qualify for (or have ceased to qualify for) UI" to enable them to participate in training.

National Emergency Grant (NEG) – As defined under Section 671.100 of the WIA regulations, grants are awarded by the Secretary of Labor "to provide supplemental dislocated worker funds to States, Local Boards and other communities affected by major economic dislocations and other worker dislocations not being met with formula allotments.

Missouri Career Center – A center providing employers and workers with access and resources to obtain employment and training services at a single location.

Plant Closing – [WIA s 101 (a)(2)] – the permanent or temporary shutdown of a single site of employment, or one or more facilities or operating units within a single site of employment, if the shutdown results in an employment loss at the single site of employment during any 30-day period for 50 or more employees excluding part-time employees.

Supportive Services – As defined under Section 101(46) of the WIA, "services such as transportation, child care, dependent care, housing and needs-related payments, necessary to enable an individual to participate in activities authorized."

Training Services – Under the WIA, services can include occupational skill, on-the-job, entrepreneurial and customized training.

Worker Adjustment and Retraining Notification (WARN) Act – Legislation providing protection to workers, their families and communities by requiring employers to provide written notice 60 days in advance of covered plant closings and covered mass layoffs. This notice must be provided to either affected workers or their representatives (i.e., a labor union), to the Dislocated Worker Unit and to the appropriate unit of local government.

Workforce Investment Act (WIA) – Legislation providing the framework for a national workforce preparation and employment system designed to meet both the needs of the nation's business and the needs of job seekers and those who want to further their careers.

- Title I: Authorizes the new Workforce Investment System.
- Title III: Amends the Wagner-Peyser Act requiring Employment Service/Job Service activities become part of the Missouri Career Centers' system and also establishes a national employment statistics initiative.

Workforce Investment Board (WIB) – In partnership with State and local elected officials, employer-led boards plan and oversee the State and local workforce investment system. A majority of WIB members must be representatives of business.

Worker Transition Team (Committee) – Plans, develops and implements wide-ranging programs to help dislocated workers move to new and self-sustaining jobs.

IX. RELEVANT WEB SITES

U.S. Department of Labor

U.S. Department of Labor Employment and Training Administration Workforce Investment Act Information America's Labor Market Information System CareerOneStop Bureau of Labor Statistics Trade Act Petition Determination

Missouri Workforce Development Web Sites

Department of Economic Development Division of Workforce Development

GreatHires

Other Web Sites

America's Service Locator

www.dol.gov www.doleta.gov www.doleta.gov/usworkforce www.doleta.gov/almis www.careeronestop.org www.bls.gov

www.doleta.gov/tradeact/determinations.cfm

www.ded.mo.gov www.ded.mo.gov/wfd www.greathires.org

www.servicelocator.org

Worker Adjustment and Retraining Notification Act Summary of Public Law No. 100-379 (S, 2527)

Law Requirements

- 1. Employer must give 60 days notice of:
- a plant closing resulting in employment loss of 50 or more employees at a site of employment; or,
- a layoff of more than 6 months that:
 - results in employment loss of 50 or more employees if 33% of the workforce at a site of employment is affected; or,
 - results in an employment loss of 500 employees, whether or not 33% of the workforce is affected.
- 2. No employer with fewer than 100 full-time employees is covered.
- 3. Only employees working at least 20 hours per week who have worked for the employer for at least six months are included in calculating the number of employees who have experienced an employment loss.
- 4. An employer shall not order a plant closing or mass layoff until the end of a 60-day period after the employer serves written notice of such an order.
- 5. Exceptions to the notice requirement are provided for:
- unforeseeable business circumstances:
- faltering companies;
- closure or layoffs from temporary projects or undertakings where the employees knew at the time of hiring their work was temporary; and,
- closing or layoff constitutes a strike or lockout not designed to avoid the requirements of the Act.
- 6. Remedies for violation of the notice requirement are limited to those specified in the statute:
 - the employer is liable to employees who should have, but did not receive notice; damages are equivalent to a day's pay and the cost of related fringe benefits for up to 60 days that the notice should have been but was not given;
 - the employer is liable to the local unit of government for up to \$500 for each day of the 60 day period the notice was not given, to a maximum of \$30,000; the employer is relieved of this liability to the community if it satisfies its liability to the employees expeditiously; and
 - a person seeking to enforce such liability, including a representative of employees or a unit of local government aggrieved as outlined above may sue either for such person or for other persons similarly situated, or both, in any district the violation is alleged to have occurred, or in which the employer transacts business.

Who Must Receive Notice

If the WARN Act applies, written notice 60 days in advance of any plant closing or mass layoff must be given to the following;

- Representative(s) of affected employees or affected employees;
- Missouri Dislocated Worker Unit, Division of Workforce Development, P.O. Box 1087, Jefferson City, MO 65102-1087; and
- The chief elected official of the unit of local government in the area where the plant closing or layoff will occur.
 - If there is more than one such unit, the unit of local government that the employer shall notify is the unit of local government to whom the employer pays the highest taxes for the year preceding the year for which the determination is made.

Content of Notice

No particular form of notice is required; however, all notices submitted to the State Dislocated Worker Unit must be in writing and must include the following content:

- the name and address of the employment site where the plant closing or layoff will occur;
- the name and telephone number of a company official to contact for further information;
- a statement as to whether the planned action is expected to be permanent or temporary and if the entire plant is to be closed;
- the expected date of the first separation and the anticipated schedule for making separations;
- the job titles of positions to be affected and the number of affected employees in each job classification;
- whether or not bumping rights exist;
- the name of each union representing affected employees; and,
- the names, addresses and telephone numbers of the chief elected officers of each union.

Preparing to Give Notice

When a decision is made to announce a business closure or layoff will be occurring, the employer can contact the DWD for assistance with employee's re-employment. The Rapid Response Team will meet with company representatives to develop informational meetings for the affected employees. The Rapid Response meeting will explain the assistance available to the employees to help them find new employment.

The Rapid Response Team consists of individuals from agencies who partner together to provide services to the employer and the affected employees. These partners may include the local WIB program staff, Missouri DES (Unemployment Insurance), Missouri DED and other employment assistance agencies. These partners are located within a local Missouri Career Center and are ready to assist the employees at both the work site and the Career Center.

The Rapid Response Team will ensure:

- meetings with the employees are held on-site with the cooperation of the employer;
- local communities assistance in responding to the closure or layoff; and,
- when needed, additional workshops are provided for the workers to develop resumes, skill testing and assessment, labor market information and to develop an employment plan.

Services Available through the Missouri Career Centers:

- Assessment of worker's education, experience and skills to determine marketability to the desired workforce area;
- Help in enhancing basic education skills or in obtaining a General Equivalency Degree;
- Classroom skill training can provide the classroom or vocational training necessary for laid-off workers to reenter the workforce in a new occupation;
- On-the-job training to provide laid-off workers the opportunity to train for a new job while working to earn a paycheck;
- Job development and placement are provided to help laid-off workers find employment in high demand occupations; and,
- Counseling to help workers overcome the trauma of job loss, loss of health care coverage and other company benefits, strain of financial obligations, family problems and uncertainties about remaining in their community.

How to Request Further Help

The Missouri DWD is the Missouri DWU to contact for assistance in the event of a plant closing or layoff. Depending upon the number of employees laid off, the Missouri DWU or the local WIB coordinates a Rapid Response Team to offer fast and effective assistance. To learn more about how the Rapid Response Team can assist your company, contact the Division of Workforce Development, P.O. Box 1087, Jefferson City, Missouri 65102-1087 or call 1-800-877-8698, TDD 1-800-347-8699.

Attachment 1A

Insert date here

D		
Dear:		
This letter serves	as confirmation on	, the Missouri Dislocated Worker Unit at the
		d your correspondence dated
regarding the	located in	, Wiissouii.
Staff of the depart	tmont will assist you in down	eloping and implementing a plan to provide services to
the affected worke	•	soping and implementing a plan to provide services to
the affected works	CIS.	
Thank you for you	ur cooperation	
Thank you for you	ur cooperation.	
		Sincerely,
		onicerei),
		State Rapid Response Coordinator
		1 1

Attachment 1B

	Insert date here
	- - -
Dear	
of Workforce I	es as confirmation on, the Missouri Dislocated Worker Unit at the Division Development received your correspondence dated regarding the, Missouri.
for notification (f), permits the 639.7 (e), provious information proto facilitate the	plementing rule for the Worker Adjustment and Retraining Notification Act allows two options provided to the Missouri Dislocated Worker Unit. One option, as defined at 20 CFR Part 639.7 employer to submit an abbreviated notice. The second option, as specified at 20 CFR Part des for additional information to be provided to the State Dislocated Worker Unit. The ovided in your notice addressed the requirements for an abbreviated notice. However, in order development of a plan for service, the Missouri Dislocated Worker Unit routinely collects ntified in the federal rule at 20 CFR part 639.7 (e).
(1) the nan (2) whether closed, (3) the exp (4) the job classific (5) a stater (6) the nan elected	tems are identified at that citation: ne and address of the employment site where the plant closing or mass layoff will occur; or the planned action is expected to be permanent or temporary and if the entire plant is to be a statement to that effect; sected date of the first separation and the anticipated schedule for making separations; titles of positions to be affected and the number of affected employees in each job cation; nent as to the existence of any applicable bumping rights; ne of each union representing affected employees and the name and address of the chief officer of each union; and, ne and telephone number of a company official to contact for further information.
Worker Unit by department is u	ng you provide the additional information relating to item(s) to the State Dislocated submitting an addendum to your original notice. The information requested by the sed only to the extent necessary to provide services to workers being dislocated. Please note additional information should not be interpreted as citing a deficiency in your original notice.
	partment will assist you in developing and implementing a plan to provide services to the es. Thank you for your cooperation.
	Sincerely,
	State Rapid Response Coordinator

1C

Attachment 1C Insert date here
This letter serves as confirmation on, the Missouri Dislocated Worker Unit at the Division of Workforce Development received your correspondence dated regarding the located in, Missouri.
Please be advised while the Work Adjustment and Retraining Notification Act (WARN) does not include a description of the information which must be contained in WARN notices, the U.S. Department of Labor has promulgated an interpretative rule addressing this issue. Furthermore, the law provides that enforcement powers are vested with the courts, and penalties are prescribed for non-compliance.
The Federal rule (20CFR Part 639.7(e)) specifies notice to the state dislocated worker unit is to contain: (1) the name and address of the employment site where the plant closing or mass layoff will
occur; (2) whether the planned action is expected to be permanent or temporary and if the entire plant is to be closed, a statement to that effect; (3) the expected date of the first separation and the anticipated schedule for making separations; (4) the job titles of positions to be affected and the number of affected employees in each job classification;
(5) t statement as to the existence of any applicable bumping rights;(6) the name of each union representing affected employees and the name and address of the chief elected officer of each union; and,(7) the name and telephone number of a company official to contact for further information.
The notice you submitted does not address item(s) Therefore, we are requesting you provide this missing information to the state Dislocated Worker Unit by submitting an addendum or an attachment to your original notice.
Staff of the department will assist you in developing and implementing a plan to provide services to the affected workers. Thank you for your cooperation.
Sincerely,

41

State Rapid Response Coordinator

Attachment 1D

	I	Insert date here
Dear:		
the Division of Wor		, the Missouri State Dislocated Worker Unit at eceived the amendment to your original notice regarding , Missouri.
Thank you for your	cooperation.	
		Sincerely,
		State Rapid Response Coordinator

Attachment 1E

	Inse	ert date here
Dear:		
the Division of W		, the Missouri State Dislocated Worker Unit at ved correspondence dated, regarding, Missouri.
grantee,	, located in the area o	opropriate Local Workforce Investment Area Title 1 of the above-mentioned closing or layoff. Staff of the ang and implementing a plan to provide services to the
Thank you for you	ar cooperation.	
		Sincerely,
		State Rapid Response Coordinator

Attachment 1F

	Insert date here
Dear:	
This letter serves as confirmation of the Division of Workforce Develo	on, the Missouri State Dislocated Worker Unit at opment received correspondence dated regarding, Missouri.
	ed Worker Unit was not required in this situation based on the wever, a copy of this voluntary notification is being forwarded so ponse.
	the staff of you will contact them t a plan to provide services to the affected workers.
Thank you for your cooperation.	
	Sincerely,
	State Rapid Response Coordinator

Attachment 2

Insert date here

Mr. Joe Doe Human Resources 399 Indian Point Road Everywhere, MO 65616

Dear Mr. Doe:

Thank you for the opportunity to speak with you regarding services available to Missouri Workers who have been or will be laid off. The Missouri Division of Workforce Development is responsible for the administration of the Workforce Investment Act (WIA), including the re-employment assistance provided through Missouri Career Centers. The local Missouri Career Centers can assist laid-off workers with services to help with their re-employment needs at **no cost** to the employer or the laid off worker.

These services may include:

- assessment and counseling to assist with job search strategies;
- retraining opportunities may be available in classroom or vocational setting to upgrade current skills or to retrain for a new career;
- on-the-job training for individuals, who may closely match the need of a potential employer, but will require the employer to teach the participant new skills;
- job search workshops to help a participant with cover letters, resume preparation, networking and interviewing skills. In addition, stress and financial workshops are available;
- counselors are available to help laid off workers in their job search; and,
- enrollees can be referred to other agencies and support service programs to address other needs.

Ideally, affected workers are informed of these re-employment services at Rapid Response meetings. These Rapid Response meetings include informational presentations from representatives of the Missouri Division of Workforce Development, Division of Employment Security and the local Workforce Investment Board's programs. These presentations take approximately one hour, allowing for a question and answer period following the meeting. In addition, the Division also maintains a Web site, www.greathires.org, which workers and employers may access to provide additional information on services available to them. Also, access to GreatHires is available to the job seekers through this Web site and in the resource areas of the Missouri Career Centers.

Joe Doe Insert date here Page Two

Job seekers can self-register for jobs with GreatHires, review job orders, refer themselves on many job orders and access market information for all areas of the state . The Internet address is: www.greathires.org.

Enclosed is information on the Missouri Dislocated Worker Program and the Missouri Rapid Response Program. At the Rapid Response meetings we provide workers with more in-depth information and literature about the programs and services available.

We look forward to working with you to coordinate these services to help your workers. If you have any questions, please contact me at 1-800-877-8698 or 573-751-2225 or email at 27??@ded.mo.gov.

Sincerely,

State Rapid Response Coordinator

SR/lw

Enclosures

c:

Attachment 3

Insert date here

The Honorable @ Missouri @ State Capitol, Room @ 201 West Capitol Avenue Jefferson City, Missouri 65101

Dear @:

The Department of Economic Development's Division of Workforce Development (DWD) has received information that @ located in @ has announced a substantial layoff or is closing their facility in your district on approximately @, affecting an anticipated @ workers.

DWD's Rapid Response staff contacted @ and advised the company of services available for affected workers. Informational meetings to assist workers in locating new employment will be scheduled and your office provided that information.

Laid off workers can receive assistance at Missouri Career Centers located throughout the state. A listing of the Missouri Career Center locations can be accessed at Great Hires (www.greathires.org). Workers can also obtain potential job opportunities by registering with Great Hires, as well as, complete an on-line application for Unemployment Insurance.

I have enclosed Rapid Response and Dislocated Worker fact sheets that will provide additional information about these services. Should you have questions or need additional information, please feel free to contact my office at (573) 751-3349.

Sincerely,

Rick Beasley Director

RB/LW

Enclosures

c: Jason Archer Jim Foley Juanita Reynolds

Attachment 3A

Insert date here

The Honorable @ Missouri @ State Capitol, Room @ 201 West Capitol Avenue Jefferson City, Missouri 65101

Dear @:

The Department of Economic Development's Division of Workforce Development (DWD) has received information that (company) has announced a substantial layoff or is closing their facility in your district on approximately (date), affecting an anticipated (#) workers.

DWD's Rapid Response staff contacted (company) and advised the company of services available for affected workers. Informational meetings to assist workers in locating new employment are scheduled on (date/s).

Laid off workers can receive assistance at Missouri Career Centers located throughout the state. A listing of the Missouri Career Center locations can be accessed at Great Hires (www.greathires.org). Workers can also obtain potential job opportunities by registering with Great Hires, as well as, complete an on-line application for Unemployment Insurance.

I have enclosed Rapid Response and Dislocated Worker fact sheets that will provide additional information about these services. Should you have questions or need additional information, please feel free to contact my office at (573) 751-3349.

Sincerely,

Rick Beasley Director

RB/LW

Enclosures

c: Jason Archer Jim Foley Juanita Reynolds

Insert date here

The Honorable @ Missouri @ State Capitol, Room @ 201 West Capitol Avenue Jefferson City, Missouri 65101

Dear @:

On @, the Department of Economic Development's Division of Workforce Development (DWD) informed you that @ has announced a substantial layoff or will be closing their facility in your district on approximately @, affecting an anticipated @ workers.

DWD's Rapid Response staff contacted @ and scheduled informational meetings with the affected workers for @. Our Rapid Response Team advised workers of services available to them in locating new employment.

Laid-off workers can receive re-employment assistance at Missouri Career Centers located throughout the state. A listing of Missouri Career Center locations can be accessed on the Internet at www.greathires.org. Workers can also obtain potential job opportunities by registering with Great Hires, as well as, complete an on-line application for Unemployment Insurance.

Should you have questions or need additional information, please feel free to contact my office at (573) 751-3349.

Sincerely,

Rick Beasley Director

RB/LW

c: Jason Archer Jim Foley Juanita Reynolds

MEMORANDUM

DATE: Insert date here

TO: Rick Beasley and Gracia Backer

FROM: Randy Cottrell and Rapid Response Coordinator's name here

RE: Closing/Layoff Information—Company name here

CC: David Seamon, Jane Holtsman, Tammy Floyd, Myrna Andres, Mike Downing, Juanita

Reynolds, Jim Grebing, Janice Belt, Janet Lepper, Pat Wise

Date/Source of Notification: Worker Meeting Date:

Company Contact Name & Title/Phone

Number:

Company, Name, Address & County:

State Rapid Response Contact person:

Layoff Date:

Regional Coordinator:

No. of People Laid off:

Company approves media at meetings:

Occupations Affected:

Type of Product/Service:

Company approves Legislators at

meeting:

Union Name & Contact: Company approves Union officials at

Employer meeting:

AFL-CIO Coordinator:

Community meeting appropriate:

WIA Region:

Mobile Resource Room: Yes / No

WRP Operator & Phone Number: Transition Team Established: Yes / No

Comments:

Reason for Layoff:

Employer Meeting/Conversation Date:

Missouri Dislocated Worker Program Worker Transition Teams

Purpose

The Transition Team concept is based on workers anticipating a layoff are more likely to ask knowledgeable peers about the programs or services available to them. A coordinator trains Transition Teams or small groups of employees at companies experiencing layoffs throughout the State of Missouri. These teams act as informational centers for their fellow workers.

Services Provided

During a one or two day training session, the team members learn about the programs and services provided by the following agencies: the Missouri Division of Workforce Development, Division of Family Services, United Way, Employment Security and other local service agencies. The team members meet face to face with representatives from these different programs to assist them in referring their fellow workers to the appropriate contact person when specific questions or needs arise.

Once the Transition Team has been trained, they are usually provided with a room or location at or near the company or union hall, where they are easily accessible to workers as they leave or enter work or during breaks. The peer counselors are available at these locations to answer specific questions employees may have. Written information about available programs and services are available at these posts.

It is best for Transition Teams to remain in place until the layoffs occur. The team would be able to inform workers of numerous services available to them and help them to access these programs, before they are dislocated and to encourage them to enroll in the programs.

Who Can Participate

A Transition Team consists of a small number of employees who agree to participate. The State DWU, local Rapid Response Coordinator and or the Missouri AFL-CIO's Coordinator train these employees to serve as resource people, or "peer counselors," for the other fellow dislocated workers, both union and nonunion employees.

Who Offers Program

The Missouri AFL-CIO assists the Division of Workforce Development in informing Union dislocated workers of the many programs and services available to them. The Missouri AFL-CIO Program Coordinators assist DWD at Rapid Response meetings and organize Transition Teams (where Union membership is present). The state DWU or the local Rapid Response Coordinator is responsible for informing non-union shop dislocated workers of the many programs and services available to them. Missouri AFL-CIO will have the lead for union shops and the state DWU or the local Rapid Response Coordinator will have the lead for non-union shops.

Contacts

Missouri Department of Economic Development Division of Workforce Development Dislocated Worker Unit 421 East Dunklin, P.O. Box 1087 Jefferson City, Missouri 65102-1087

Phone: (800) 877-8698, TDD: (800) 347-8699

Website: www.greathires.org

Contact Person:

Cheryl Thruston Director of Missouri AFL-CIO Dislocated Worker Unit Phone: (573) 634-2115 ext. 19

LWIA RAPID RESPONSE CONTACT LOCAL WORKFORCE INVESTMENT AREA RAPID RESPONSE CONTACT SCOPE OF WORK

PY'04

- I. All activities conducted under this contract shall be in accordance with the Workforce Investment Act (WIA), the Division of Workforce Development's Dislocated Worker Rapid Response Practices and Procedures Manual, and all applicable Issuances. The local Rapid Response contact position outlined below is to be funded by Missouri's 25% share of WIA funds. Activities conducted within the contract must be primarily Rapid Response.
- II. The Contracting Agency shall secure the services of one staff person to provide Rapid Response Coordination services throughout the contractor's Local Workforce Investment Area (LWIA) within 30 days of the issuance of this contract. The Division may grant exceptions to this provision if the LWIA can document in writing that the LWIA's hiring procedures prohibit the LWIA from meeting the 30-day deadline. The local Rapid Response contact person shall be completely knowledgeable of all LWIA Dislocated Worker procedures and services and have above average communication skills. They should also have experience promoting and marketing programs and/or services to the public and to employers. The local Rapid Response contact person's primary duties shall be Rapid Response. The local Rapid Response contact person's duties and daily activities, as outlined in this guideline, shall take precedence over all other program duties or activities. The local Rapid Response contact person shall perform any and all duties associated with state and local closures and/or layoffs as outlined in this guideline.
- III.The Contracting Agency shall designate the local Rapid Response contact person as the LWIA's contact person for all Rapid Response activities within the LWIA. The Workforce Investment Board (WIB) contact will notify the Division of Workforce Development (DWD) Adult and Youth Programs Manager before July 31, 2004, of the name and location of the Rapid Response contact person and will provide assurance the WIB has been given a copy of this Scope and notified them which staff have been designated as the local Rapid Response contact person. Notification shall include rationale for the location chosen. The WIB Contact will also notify the DWD Adult Programs Manager in writing of any change in name or location within ten days of any such change. Notification shall include rationale for any such change. DWD shall have final approval authority of the individual designated as the local Rapid Response contact person. DWD staff will assess the ability of the local Rapid Response contact person and may recommend corrective action. In addition, each contracting agency shall submit the name and phone number of an alternate contact person to ensure adequate Rapid Response communications among agencies. The alternate local Rapid Response contact person shall be knowledgeable of LWIA Dislocated Worker services and procedures and shall be required to make presentations to employers or affected workers when the primary local Rapid Response contact person is not available.
- IV. The Contracting Agency shall provide training to any new local Rapid Response contact person (and alternate if desired) regarding the state 's and the LWIA's responsibility in

Rapid Response efforts. Such training shall be provided within the first 60 days of the local Rapid Response contact person's employment. The primary local Rapid Response contact person shall attend any Rapid Response training or WIA related training arranged or provided by DWD. The local Rapid Response contact person shall be thoroughly knowledgeable of LWIA Dislocated Worker operations.

- V. In addition to the responsibilities as the LWIA's designated local Rapid Response contact person, the local Rapid Response contact person shall:
 - A. Coordinate Rapid Response activities and conduct Rapid Response meetings within the LWIA whenever a company lays off ten or more employees up to 49. (The state RR Coordinator may initiate or assist with certain layoffs of less than 50.) Such coordination shall include:
 - 1. Initial contact with the company to explain services and schedule employee Rapid Response meetings.
 - 2. Contact the state Rapid Response Coordinator to arrange for a local DWD representative to attend any scheduled Rapid Response meetings when deemed necessary.
 - 3. Contact the Missouri AFL/CIO representative, or United Auto Workers representative when appropriate, if a union represents the affected employees, to inform them of any Rapid Response meetings. If a Transition Team is established, the local Rapid Response contact person will provide a presentation regarding the specific WIA Dislocated Worker services during the Transition Team Training.
 - 4. Arrange any Rapid Response meetings for affected employees and ensure that all necessary information is presented (i.e., United Way, Family Support Division, Department of Mental Health, etc.). The local Rapid Response contact person will establish integrated service linkages with other agencies in the local community that provide supportive services (i.e., United Way, the Department of Social Services, Family Support Division, Department of Mental Health, local credit counseling services, etc.). During the employer meeting the local Rapid Response contact person will identify which of these agencies should be included in the Rapid Response presentations. The local Rapid Response contact person will establish an agreement with local agencies to provide these services at Rapid Response meetings.
 - 5. The local Rapid Response contact person will compile and submit an individual company and quarterly Rapid Response meeting report to the DWD state Rapid Response Coordinator for the applicable region and the local WIB Chairperson describing the Rapid Response activities within the LWIA. The report is labeled Attachment 1 in this document.
 - 6. The individual company Rapid Response reports must be submitted via email within five business days of the event to the DWD state Rapid Response Coordinator for the applicable region. The quarterly Rapid Response reports must be submitted by the 15th of the month reflecting the previous quarter's activity. Contract reimbursements may be withheld until required reports are submitted.
 - 7. The local Rapid Response contact person will establish contact with community agencies, employers, chambers of commerce and other social services organizations in the LWIA. In response to notification of a layoff or closure, the local Rapid Response contact person will provide the above agencies with information regarding services the state Dislocated Worker Unit (DWU) and the Department of Economic Development (DED) can provide. The local Rapid Response contact person may coordinate with the state Rapid Response Coordinator for the state DWD, DWU to make presentations to the local organizations and chamber of commerce on programs and services available. The local Rapid Response contact person will also

- suggest ways in which local community agencies can provide assistance for the affected workers and the community. In the event of mass layoffs or closings the local Rapid Response contact person will assist the state DWU in coordination of community services.
- 8. The local Rapid Response contact person is required to collect surveys from employees attending Rapid Response meetings. The surveys should collect data such as what types of services employees are interested in, including training and retraining needs, as well as general employee information (name, address, email address, etc.). All local Rapid Response contact persons are required to use a local survey for local and state level Rapid Response.
- 9. Upon notification of a state level Rapid Response the Division will assign a plant closure code to each group of workers. When a Dislocated Worker is registered in WIA, the Toolbox system will request additional information. The customer should then be associated with the appropriate Dislocated Worker plant closure or mass layoff code from the dropdown box. The local Rapid Response contact person should inform all appropriate Missouri Career Center staff of the layoff code and request that customers seeking service be identified by the proper layoff code at the time of registration. A code will be assigned to all state level events (dislocations involving 50 or more workers) and some events less than 50 when determined appropriate by the state level Rapid Response Coordinator.
- 10. The local Rapid Response contact person will assist the state DWU in the establishment, set up and maintenance of the Mobile Resource Room (MRR).
- B. Immediately notify the state DWU of any layoffs affecting 50 or more employees. The local Rapid Response contact person must not contact the company except at the direction of DWD, DWU. In those instances where 50 or more people are affected or the number affected is undetermined, DWD, DWU must make initial contact. Additionally, the local Rapid Response contact person shall be available to assist DWD in any state level Rapid Response including:
 - 1. The local Rapid Response contact person must attend employer meetings, scheduled by the state DWD, DWU, within the LWIA to explain available WIA Dislocated Worker services.
 - 2. The local Rapid Response contact person will present information at any employee meetings scheduled by the DWU. If the local Rapid Response contact person cannot attend, the WIA Director or local Rapid Response contact person shall delegate Rapid Response to the alternate local Rapid Response contact person to present information. The local Rapid Response contact person should consistently present WIA Dislocated Worker information at Rapid Response meetings. In order to maintain consistency of the information presented, the designated local Rapid Response contact person should make the presentation about WIA Dislocation services available locally at Rapid Response meetings.
 - 3. The local Rapid Response contact person will coordinate the delivery of services to LWIA nonresidents laid off within the LWIA. Coordination shall include the development of non-financial agreements between LWIAs to ensure that services are comparable, including Plan Modifications if necessary.

- VI. The local Rapid Response contact person shall provide follow-up services to all laid-off workers following Rapid Response meetings. Follow up shall include:
 - ♦ an informational letter to each employee within 15 working days of the meeting and all laid-off workers who have not accessed services;
 - an additional contact should be initiated 30 days after the layoff;
 - if necessary, an additional contact should be initiated 60 days after layoff; and,
 - in order to accomplish the above outlined follow up, the local Rapid Response contact person shall be responsible for obtaining a list of affected employees from the company or union.
- VII. The local Rapid Response contact person will prepare an application for additional funding from <u>DWD's 25% Dislocated Worker</u> funds should a layoff occur within the LWIA of sufficient magnitude as to place undue strain on the LWIA's existing WIA Dislocated Worker budget. Application shall include, at a minimum, data reflecting unemployment, current layoffs, current and projected enrollments and expenditure levels and narrative sufficient to justify the need for additional funds, planned activities and their relationship to the LWIA's current WIA Dislocated Worker Plan. Additionally, a proposed budget and participant summary must be submitted. Any applications for additional funding shall conform to any guidance issued by DWD.
- VIII. The local Rapid Response contact person will prepare any narrative and data requested by DWD in preparation for application for the National Emergency Grant (NEG) (Federal Register, April 15, 1999). This will include gathering all information for the NEG proposal at the direction of DWD, including employee and employer surveys and all necessary budgets. When more than one LWIA is included in the development of an NEG, DWD will designate an LWIA as a local administrative lead. The lead LWIA will be required to coordinate with other LWIAs and to summarize all grant information and budgets containing the requested elements as required in the Federal Register Grant Application Guidelines.
- IX. Additionally, the local Rapid Response contact person shall:
 - A. be available to present information as requested regarding Rapid Response efforts within the LWIA;.
 - B. distribute employee surveys at each Rapid Response meeting and forward to DWD upon request;
 - C. attend any AFL-CIO's Transition Team meetings within the LWIA;
 - D. assist DWD with any feasibility studies funded within the LWIA;
 - E. assist the DED in gathering information on a company or its workforce when requested by DWD; and,
 - F. assist with any other Rapid Response activities allowable under WIA that may be included in the contract after negotiation and with the agreement of DWD.
- X. Customer Centered Workshops should be offered when the layoff affects 50 or more workers to provide effective pre-layoff and post-layoff services to all WIA Dislocated Worker eligible participants. The workshop should be short term in nature (one or two days), customized to the current layoff, provide current labor market information, job seeking skills, interviewing techniques and practices, job application instructions and practices, provide a written resume and, when possible, provide a computer diskette copy to each participant.

The local WIB may elect to use the services of the University of Missouri-Columbia (UMC) Outreach and Extension Service Career Options/Dislocated Worker Program or in the event the local WIB cannot provide a Customer Centered Workshop at or near the time of the layoff, the Division may, based upon an assessment of the workers' needs, elect to provide the Career Options program.

Coordination by the local Rapid Response contact person with any UMC Extension Career Options/Dislocated Worker Program workshops, Work Keys, or FastTrac NewVenture Workshops, shall include:

- 1) Ensuring WIA Dislocated Worker eligibility of participants including completion of forms; securing adequate documentation as required; and, entry of all items as required in Toolbox. All participants must be registered in WIA and entered into the Toolbox case tracking system.
- 2) Present a short overview of WIA Dislocated Worker services during each UMC Extension's workshop held within the LWIA.
- 3) The local Rapid Response contact person may also encourage workers who are already registered in the LWIA Dislocated Worker Program to participate in the workshops when appropriate.
- XI. The local Rapid Response contact person will work with local DWD staff to establish an agreement outlining coordination of services between the local Missouri Career Center and the LWIA. (see attachment 2 for a sample agreement)

The agreement should include:

- provisions for the coordination of WIA Dislocated Worker and Trade Programs;
- ♦ attendance at Rapid Response meetings;
- referrals to the Dislocated Worker program; and,
- enhanced communication between varying agencies.

The local Rapid Response contact person should be familiar with stages of dislocation and stress associated with layoff. The local Rapid Response contact person should briefly discuss this subject in the Rapid Response presentation and, if the need is identified, arrange for stress workshops to be held at a later date. DWD staff will be available to provide technical assistance to local Rapid Response contact persons regarding this item as requested.

XII. Allowable expenses to be chargeable within this contract agreement as Rapid Response shall include only those direct charges incurred with providing the local Rapid Response contact person services such as: salary of coordinator, fringe benefits, Rapid Response travel, telephone, Rapid Response long distance telephone charges, direct postage associated with Rapid Response duties, space, utilities and cost of direct equipment and supplies for Rapid Response duties.

All activities funded with WIA 25% funds must be allowable activities as outlined in WIA or this Scope of Work. If the local Rapid Response contact's time is spent on activities other than those allowable activities and their time is charged to WIA 25% funds, DWD reserves the right to request repayment of the WIA 25% funds which must be used strictly for services, as outlined in this scope, for dislocated workers.

It is assumed that the local Rapid Response contact person will not spend 100% of their time performing Rapid Response activities. The local Rapid Response contact person

may provide assistance with the LWIA's <u>Core</u>, <u>Staff Assisted Core</u>, <u>Intensive and Training services</u> for WIA Dislocated Worker participants, as allowable. The local Rapid Response contact position may be supplemented with funds from other sources.

XIII Rapid Response Performance Standards

The standards shall include the following:

- 1) Successfully identify all layoffs and closures less than 50 in the LWIA and make timely (within 24 hours) contact with employers to arrange Rapid Response meetings. Those layoffs or closures over 50 must be immediately referred to the applicable state Rapid Response Coordinator for further action.
- 1) <u>Timely submission of all required and requested reports and survey information</u> and reports for completion of a National Emergency Grant (NEG).

Division of Workforce Development Local Rapid Response Coordinator Individual Company Activity and Quarterly Report

		Region:
		Quarter:
		Local Event:
Name of Com Layoff/closur	± ,	Reason for Layoff/closure:
Number of en	nployees affected:	
Occupations a	affected:	
Date of conta	ct with the company:	
Employer mee	eting date:	
Attended by:	UI Legislator Other	State RRDWD Union Rep Media
Employee me	eting date:	
Number of en	nployees in attendance	at the Rapid Response meeting (s):
	tion information for eactivities should include	ach layoff or closing involving state and local level WIA
	er of individuals regist ompany (Quarterly Re	ered into the LWIA Dislocated Worker program for port):
	ntage of enrollees comp tations:	pared to the number of workers attending the employee
Overa	ll number of workers a	affected:
	other WIA Dislocated rformed.	d Worker activities the Rapid Response contact person

For state level events the local Rapid Response contact person may request a Toolbox report from the state level RR Coordinator for their area.

WIA-TAA

Dual Enrollment Procedures and Coordination of Services Example

- 1. WIA staff and DWD staff agree to refer all individuals from TAA approved petitions to each other for eligibility determination and dual enroll into both WIA Dislocated Worker Program and TAA when appropriate.
- 2. The agency that initially meets with the dislocated worker will be responsible for insuring that the individual has a completed GreatHires (www.greathires.org) registration. If a GreatHires registration already exists on the individual, the agency will be responsible for insuring that it is updated and complete.
- 3. A referral from either agency (WIA or DWD) will be documented through the Staff Assisted Pool (SAP) record in Missouri Toolbox Case Tracking System (Toolbox).
- 4. The agency that initially meets with WIA-TAA customer (WIA staff or DWD staff) will be responsible for initiating the SAP record in Toolbox and will also be responsible for initiating the individual re-employment plan (JIRP) record in the mainframe. Since WIA staff does not have access to the mainframe, there needs to be coordination to ensure DWD staff enters the data. An initial assessment will be provided in order to determine the individual's skill levels, aptitudes, abilities and supportive service needs.
- 5. If the individual has been unable to obtain employment through these core services, the WIA-TAA customer will be provided a comprehensive assessment by WIA staff and the results will be recorded in the JIRP record and Toolbox as appropriate. A copy of the assessment results will be shared with DWD staff assigned to the WIA-TAA customer.
- 6. WIA and DWD staff agrees to jointly develop and use the JIRP screens in the mainframe. WIA and DWD staff will use additional pages of the IEP in conjunction with the JIRP as necessary and a hard copy of the additional IEP pages will be placed in the customer's file.
- 7. Once the individual has met the eligibility requirements for intensive services and is still unable to obtain or retain employment, the individual will be enrolled in a WIA training activity.
- 8. WIA and DWD staff agrees to hold weekly staffing meetings between themselves to discuss jointly enrolled customers. This will eliminate the duplication of services and will allow each customer a thorough case management process while engaged in training.
- 9. DWD staff will provide the WIA staff with a copy of the TRA 6 training form when distribution is made, following approval from central office approving the obligation of training funds for the WIA-TAA customer.
- 10. Personal contact with the WIA-TAA customer (by phone or in person) will be provided by the WIA Title I staff on a monthly basis while the customer is in training and will be documented as a case note on the JIRP and in Toolbox.
- 11. Once the WIA-TAA customer has completed training:

- WIA and DWD staff will update Toolbox and the JIRP screen with the termination of training
 information and include any additional services needed after the completion of training, such as
 job referral and/or job placement, and enter all appropriate exit information into Toolbox and
 the JIRP screen to reflect the customer's outcomes; and,
- WIA and/or DWD staff will update their GreatHires registration to reflect the skills attained and any employment they held during their training period.

Follow-up will be provided for 12 months by WIA staff and assisted with by DWD staff when appropriate. Follow-up may consist of telephone calls and/or written correspondence at 30 days, 60 days, 90 days, 6 months, 9 months and 12 months, to insure the individual's transition into employment was successful.

Petition For Trade Adjustment Assistance

U.S. Department of Labor



Employment and Training Administration

This is a petition for Trade Adjustment Assistance under Section 221(a) of the Trade Act of 1974, as amended. See the Instructions and Information section on Page 2 for details on annotated items.

OMB Approval No. 1205-0342 Expires: 2/28/2007

	Either three workers or one duly authorized representati	ve must sign below.				
u	Name 12		;	3		
atio	Home Address					
rme	City, State , Zip					
ıfο	Phone					
er II	 E-mail					
one	Separation Date					
etitioner Information	Signature					
Pe	Title (only required if a duly authorized representative is co	mpleting the petition)				
2	Include company information for each location to be con	sidered. Please attach a	additional sl	heets if m	ore spac	e is needed.
lon	Company Name	Company	Contact 2			
Company Information	Location Affected	Title				
for	Address	Phone				
ıy Ir	City, State , Zip	Fax				
pan	Total Workers Affected	E-mail				
om,	Is Plant closing? If so, when?	Company Webs	ite			
ပ	Products produced by affected group					
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Instructions and Information



Instructions

General Instructions – Type or print legibly. Complete all items. If more space is needed, attach additional sheets to this form. If available, attach any supporting documents such as statements by officials of the firm or newspaper articles.

Who may file a petition - A petition may be filed by a group of three or more workers, by a company official, by One-Stop operators or partners (including state employment security agencies and dislocated worker units), or by a union or other duly authorized representative of such workers. The workers on whose behalf a petition is filed must be, or have been, employed at the firm or subdivision identified in the petition. Workers' employment must be, or have been related to the production of articles (products) described in the petition.

Assistance in preparing a petition - Petitioners may request assistance in preparing this petition at their local One-Stop Center or by contacting their state dislocated worker unit, employment security agency or the Division of Trade Adjustment Assistance in Washington, DC (DTAA).

Filing a petition - Petitions must be filed with **both** the DTAA in Washington, DC *and* the Trade Adjustment Assistance (TAA) coordinator or the dislocated worker unit of the state where the workers' plant is located. If this petition includes multiple sites, copies of this petition must be filed with TAA coordinators or dislocated worker units of each state where sites are located. Use the information below for information on filing with the DTAA as well as with the TAA coordinator or dislocated worker unit in your state.

U.S. Department of Labor

Division of Trade Adjustment Assistance Room C-5311, 200 Constitution Ave., NW Washington, DC 20210 Phone - 202-693-3560 Fax – 202-693-3584, 3585 http://www.doleta.gov/tradeact For One-Stop Information:
America's Service Locator
1-877-US2-JOBS
(TTY) 1-877-889-5627
http://www.servicelocator.org

Definitions

- ¹ **Duly Authorized Representative** A duly authorized representative includes one of the following: a company official, a One-Stop operator or partner (including a state employment security agency or and dislocated worker unit representative), or a union or other duly authorized representative.
- Company Contact The contact must be a company official knowledgeable about the company's production, sales and employment data or is able to obtain such information. That information is required for an investigation into the eligibility of a worker group for TAA and will be requested from the company contact after this petition is confirmed to be valid.
- Secondarily Affected Worker A worker in a firm serving as a Supplier to another firm affected by imports from, or a shift in production to, foreign countries; A worker in a firm serving as a Downstream Producer to another firm affected by imports from, or a shift in production to, Canada or Mexico.
 - Supplier a firm that produces and supplies directly to another firm component parts for articles that were the basis for a certification of eligibility to apply for TAA.
 - Downstream Producer a firm performing additional, value-added production processes (including final assembly or finishing)
 directly for another firm for articles that were the basis for a certification of eligibility to apply for TAA based on an increase in
 imports from, or a shift in production to, Canada or Mexico.

Information

Background - The Trade Act of 1974 (19 U.S.C. § 2317) established a Trade Adjustment Assistance Program to provide services to workers in firms adversely affected by imports from foreign countries. The Trade Act of 2002 amended TAA to extend eligibility to workers in firms affected by shifts in production to certain foreign countries; eligibility was also extended to certain secondary workers.

How this information will be used - The U.S. Department of Labor will use the information contained on this form to determine whether to begin an eligibility investigation on behalf of the petitioning workers. Typically, investigations take 40 days.

Obligations - Persons are not required to respond to this collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number. Respondents' obligations to reply to these reporting requirements are required to obtain benefits. Public reporting burden for this collection is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Division of Trade Adjustment Assistance, Room C-5311, Washington, D.C. 20210 (Paperwork Reduction Project 1205-0342).